

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

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QFleet clients lead energy best practice

A case study review of QFleet's vehicle selection practices was recently included on the Australasian Fleet Manager Association (AFMA) Greener Motoring web site as a result of our participation in a national Energy Efficiency Best Practice program.



QFleet's Environment Manager, Paul Hodda (left) presents Fleet Managers David Mahaffy (Justice and Attorney-General), John Guerin (Premier and Cabinet) and Clem Plath (Townsville District Health Service) with Certificates of Appreciation (left to right).

"For quite some time now QFleet's Account Managers and Fleet Consultants have worked with clients to introduce the most energy efficient vehicle selections into their fleets".

Clients participating in the review included Townsville District Health Service, Department of Justice and Attorney-General, Department of Premier and Cabinet, Department of Employment, Training and Industrial Relations and QBuild.

Mr Hodda said the case study review process included several steps.

"We reviewed the vehicle selection policy and identified the management, operational and implementation issues that each client encountered.

"Then we researched each client's fleet history to map the effect of their vehicle selection policies and practices."

The next step involved evaluating the results and benefits of the policies by measuring savings in fuel, emissions and costs.

"The final step was to determine what clients learned during the process," he said.

Mr Hodda said this information was collated to form the QFleet Vehicle Selection Case Study.

"Fleet managers can view the QFleet case study on the AFMA web site and read how other organisations are managing their fleets to achieve energy efficiency," he said.

...continued page 2

QFleet's Environment Manager, Mr Paul Hodda, said QFleet participated in the case study review, known as *Fleet First*, which was coordinated by the then Commonwealth Department of Industry, Science and Resources (DSIR).

"The aim of the case study review was to determine which vehicle selection processes and procedures would produce the most energy-efficient outcomes for fleet composition," he said.



A message from the Group General Manager

I have been involved in transport-related industries for more than 20 years. During that time I have observed industry leaders considering the environment with increasing regard.

Historically, industry thinking has been non-strategic and, to a large extent, that is still the case. Caring for the environment has not been made a priority because it was seen to mean additional cost for no pay back. It certainly has not meant 'business opportunity'. This is changing. More and more, environmental issues are being seen as a whole of business strategy. What only a few years ago was viewed as non-strategic is now viewed as core to the future strategy. Certainly, environmental management and energy management are key business strategies for QFleet.

What the industry is coming to realise is that good environmental management encourages energy efficiencies and brings savings. It gives organisations the opportunity to make strategic changes to increase efficiencies and strengthen the relationship with the consumer. In a nutshell, it's not a constraint. It's actually good business!

Motor vehicles are integral to what our clients do. Having recognised this, QFleet provides professional support services so you can pinpoint opportunities to use energy more efficiently and gain cost savings.

Energy usage has been a building block of modern culture – today's energy industry is enormous. It seems incredible that around 90% of the world's consumption of the commercial supply of energy comes from a non-renewable source – fossil fuels.

A number of environmental problems are attributed to our reliance on fossil fuels, yet increased use of energy is a key signal that a country is developing. For the past 10 years, Australia has been one of the world's fastest growing

developed economies, and is now using oil three times faster than it is finding it. By 2010, Australia is expected to slide from 80% self-sufficiency to 40%.

Fortunately, renewable energy sources are being developed. You will have read in previous editions of *Journey*, and recently in the media, of the introduction of ethanol blended unleaded petrol (E10). This government and industry initiative is a step in the journey to lessen harmful emissions and the introduction of a renewable energy resource. The ethanol component is produced by utilising the by-product of locally grown sugarcane (begass). Ethanol can also be produced from a range of other products. This 90:10 blend of petrol and ethanol has the same octane level as regular unleaded petrol and is offered at the same cost per litre.

E10 is presently only available at limited outlets around Brisbane (including the QFleet Service Centre at South Brisbane). However, its success will see availability expand rapidly throughout Queensland; a good example of how valuing the environment results in business opportunity.

Valuing the environment is a whole-of-government priority. In view of the serious environmental impact of the increasing levels of vehicle emissions, QFleet has taken a leadership role aimed at helping clients become more aware of environmental issues and initiatives – especially those promoting reduced fuel consumption and greenhouse emissions.

The cover story in this edition of *Journey* is a further example of QFleet working in partnership with clients to "green" the government fleet.

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Mr Hodda said the success of the case study review was largely due to interest from clients.

"The willingness of our clients to provide the necessary information, feedback and data helped make the review a success," he said.

"The DSIR consultant commented in his report that positive examples set by QFleet clients set a strong precedent for the industry as a whole."

If you would like to read how other fleet managers addressed energy efficiency issues in their fleets, log on to www.afma.net.au.

You do not have to be a member of AFMA to access their Greener Motoring web pages. Simply log on to their web site and follow the link to Greener Motoring. From here, click "Register" at the top of the page.

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The service centre

Catch the chip before it cracks

Does your car have a chipped windscreen? You may be able to avoid extra expense by having it repaired early.

By detecting and repairing windscreen chips early you can stop them becoming cracks, which would require a windscreen replacement. Windscreen replacements can be costly. They're not included in your QFleet lease and usually cost less than your insurance excess.

Chips become cracks very easily, sometimes through the normal vibration of your moving vehicle. Sometimes they won't appear until the colder months when warm demister air blows onto your cold windscreen.

Auto-glaziers repair chipped windscreens by filling the chip with resin and then curing it. The process takes less than 30 minutes and returns the windscreen to its original strength. It also complies with registration and roadworthy requirements and is virtually invisible if repaired before dust and moisture have contaminated the damaged area.

If your windscreen requires repair, please consult the Glovebox Wallet in your vehicle for contact details of windscreen repairers. Upon consultation, they will be able to determine whether it is safe to repair.

So, repair chips early, and you could save your organisation hundreds of dollars.



*Save money by repairing windscreen chips early
(Photo courtesy of Novus Windscreen Repairs)*

Toyota endorses E10

Toyota recently approved the use of E10 in petrol-fuelled vehicles leased by QFleet. However, E10 should not be used in vehicles with carburettor-type fuel systems which are found in older vehicles.

If travelling interstate, please be aware that ethanol fuels are often blended using a 'splash-blend' method. Ethanol fuels dispensed interstate are not approved for use in Toyota vehicles.

E10 is BP's environmentally friendly 90:10 blend of petrol and ethanol, and is suitable for use in all of QFleet's passenger vehicles, except for the Honda Insight.

News from Fleet Services

Returning signed agreement acceptances

There are two ways to order a QFleet vehicle:

- by contacting your Fleet Administrator or Fleet Consultant, who will fax you an agreement acceptance to sign
- by using a vehicle requisition form.

If you place an order using a requisition form, you will be mailed an original provisional agreement for your records, and an agreement acceptance. You must sign and return the acceptance for every vehicle ordered.

Check the acceptance carefully, because by signing it you are confirming that the correct vehicle

and accessories have been ordered and that you agree with the lease rate and excess kilometre rate being charged.

This is an auditable document and must be returned to QFleet. If you are delayed in returning the acceptance, your Fleet Consultant will contact you as a reminder.

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CAS tips

How to improve your fleet management – a checklist

To effectively manage your fleet, you need to develop and implement a fleet policy that is:

- aligned to business service objectives
- delivered by an efficient process
- managed by trained staff
- monitored by an effective management information system (MIS)

QFleet Senior Account Managers can help clients implement these four pillars of fleet management, ensuring the best use of transport assets to meet departmental goals.

The QFleet Client Access System, more commonly known as CAS, provides clients with the backbone for managing and monitoring the acquisition, in-service management and disposal of vehicles in their fleet.

Effective fleet managers use CAS reports to achieve the best outcomes and reduce costs. Knowing where to look, what reports to run, and when to act is critical to efficiently managing the fleet, particularly when it is only one part of your job.

The following CAS checklist details the minimum procedures fleet managers should follow to effectively manage and monitor their fleet.

Following this checklist will help you to align transport resources with business objectives at the lowest cost.

For more information, arrange an appointment with your Senior Account Manager by calling 1800 668 283 or email crb@qfleet.qld.gov.au.

Step 1 – Data integrity

Data integrity involves checking vehicle data on the system.

- ensure vehicles are located in correct client codes
- ensure odometer readings are no older than four weeks
- check the correct driver details and vehicle location are shown (if incorrect, fix on the system or send an email to your Fleet Consultant)

Step 2 – Organise vehicle return and replacement to minimise costs

Every month you should:

- run the *Re-order Due Report* and action
- run the *Return Due Report* and action
- check the most cost-effective lease package for replacement vehicles
 - check lease rates on line
 - discuss with your Fleet Consultant
- align return of vehicles to minimise costs

Step 3 – Management and monitoring of vehicles

Every month you should:

- run the *Usage Report*
 - identify over-used and under-used vehicles
 - take action to reconcile and avoid compliance costs
- run the *Odometer Required Report*
 - correct and input odometer readings for above vehicles
- run the *Service Due Report* and action

Step 4 – Quarterly review of trends in the fleet

Every quarter you should:

- review your QFleet Fleet Performance Scorecard
- identify trends in key performance indicators (KPIs) from the Scorecard
- discuss remedial action and strategies with your QFleet Senior Account Manager and your organisation's senior management

Step 5 – Re-align the fleet to reflect changed business objectives

- review with your Senior Account Manager for strategic planning

Pumped about 'run-flat' tyre

Changing a flat tyre on the side of a road may be a thing of the past when Michelin and Pirelli release their latest development, a 'run-flat' tyre.

Called the Pax System, the concept integrates a vehicle's tyres and wheels to produce a tyre on which you'll be able to drive more than 60 kilometres with a 'flat' – meaning you may no longer need a spare tyre.

Released in Europe earlier this year, Pax System technology is an integrated system comprising a new tyre design, a wheel with a flat-base profile, a flexible support ring and a run-flat detector.

If that isn't enough to get you excited, designers of the 'run-flat' tyre also predict it will improve fuel efficiency and road handling. What more could you ask for?

Contacting QFleet

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

QFleet return agencies

At the end of its lease, ensure you return your QFleet vehicle to one of the approved QFleet return agents.

If you leave your vehicle at a dealership you risk being hit with a costly bill, as all QFleet vehicle leases do not end until they are returned to a QFleet agent.

Additionally, you'll be responsible for the cost of re-locating vehicles to QFleet Agencies. Ouch!

Zillmere (Brisbane)

QFleet Workshop
72 Pineapple St
Zillmere Qld 4034
Tel: (07) 3406 6912
Fax: (07) 3406 6949

Toowoomba

Dept Main Roads
427 Greenwattle St
Toowoomba Qld 4350
Tel: (07) 4639 0818
Fax: (07) 4633 1904

Roma

Dept Main Roads
Tiffen St
Roma Qld 4455
Tel: (07) 4622 9580
Fax: (07) 4622 8602

Warwick

Dept Main Roads
306 Wood St
Warwick Qld 4370
Tel: (07) 4661 6373
Fax: (07) 4661 6381

Maryborough

DPI Forestry/Workshop
Walker St
Maryborough Qld 4650
Tel: (07) 4121 2737
Fax: (07) 4123 1849

Gympie

DPI Forestry/Workshop
Fraser Rd
Gympie Qld 4570
Tel: (07) 5482 0834
Fax: (07) 5482 7987

Bundaberg

Dept Main Roads
Splitters Creek Rd
Bundaberg Qld 4670
Tel: (07) 4159 9378
Fax: (07) 4159 9630

Rockhampton

Dept Main Roads
214 Richardson Rd
Nth Rockhampton 4701
Tel: (07) 4931 1668
Fax: (07) 4928 0027

Rockhampton

DPI Forestry/Workshop
5 Price Ave
Nth Rockhampton
Qld 4701
Tel: (07) 4936 2315
Fax: (07) 4936 3478

Emerald

Dept Main Roads
106 Borilla St
Emerald Qld 4720
Tel: (07) 4983 8756
Fax: (07) 4983 8759

Barcaldine

Dept Main Roads
Willow Street North
Barcaldine Qld 4725
Tel: (07) 4651 2731
Fax: (07) 4651 1745

Mackay

Dept Main Roads
Cnr Bridge & Hume St
Mackay Qld 4740
Tel: (07) 4957 5436
Fax: (07) 4957 4486

Townsville

Dept Main Roads
Jurekey St
Cluden Qld 4811
Tel: (07) 4726 8560
Fax: (07) 4726 8590

Mt Isa

The Public Trustee
18 Miles St
Mt Isa Qld 4825
Tel: (07) 4743 5244
Fax: (07) 4743 4382

Cairns

Dept Main Roads
Cnr Adelaide &
Donaldson Sts
Cairns Qld 4870
Tel: (07) 4050 5483
Fax: (07) 4051 9243

Ingham

DPI Forestry/Workshop
Larsen Rd
Ingham Qld 4850
Tel: (07) 4776 2743
Fax: (07) 4776 5086

Cloncurry

Dept Main Roads
6 Henry St
Cloncurry Qld 4824
Tel: (07) 4742 2985
Fax: (07) 4742 2390

If you are ever in doubt about where to return a vehicle, refer to the QFleet Driver's Companion or contact your Fleet Consultant or Fleet Administrator.

Vehicle market forces

August 2002 overall market

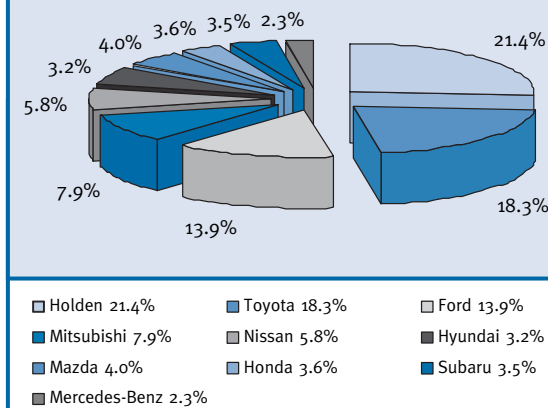
The August 2002 market is up 5.5% on August 2001. August 2002 had 0.3 less of a selling day than August 2001. This equates to an increase of 164.1 vehicles per day, or 6.7%.

August 2002 market segments

- The passenger vehicle market grew by 0.6% over the same month last year, whilst the Light Truck Market grew 13.1% over August 2001.
- Holden was market leader in August, followed by Toyota and Ford. Holden lead Toyota by 2.9 market share points in year to date terms.

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

August 2002 Top Ten Market Share



Road safety review

In the still of the night

It would probably be true to say that most of us don't think twice before driving at night – well, no more than we would think about driving during the day.

However, traffic death rates are far greater at night – some sources say up to three times as high. Despite this, many of us are unaware of the dangers of night driving and how to deal with them.

Night driving dangers include:

- **Darkness.** Around 90% of a driver's reaction depends on vision. Depth perception, colour recognition, and peripheral vision are severely compromised after sundown. Older drivers have even greater difficulties seeing at night. A 50-year-old driver may need twice as much light to see as well as a 30-year-old.
- **Fatigue.** Night is the time most people sleep, so it is natural to feel drowsier when driving at night than when driving during the day. Drowsiness makes driving more difficult by dulling concentration and slowing reaction time.
- **Alcohol.** Alcohol plays a part in about half of all motor vehicle-related deaths. Perhaps unsurprisingly, weekend nights are the most dangerous times to be driving.

You can take a number of simple steps to minimise the dangers of night driving.

1. Observe night driving safety as soon as the sun goes down. Twilight is one of the most difficult times to drive, because your eyes are constantly changing to adapt to the growing darkness.
2. Adjust your speed to the range of your headlights and do not overdrive your headlights. You should be able to stop inside the illuminated area. If you can't, you are creating a blind crash area in front of your vehicle.
3. Keep your eyes moving. Do not focus on the middle of the lit-up area. Search the darkened roadway ahead.
4. Keep windscreens and headlights clean. Clean the inside of your windscreen at least once a week and more frequently if you smoke.
5. Compensate for reduced visibility by increasing your following distance to four or more seconds.
6. Use your headlights wisely. Use high beam except when the distance between you and a vehicle ahead is less than 200 metres or you are on road in a built up area.

7. Have your headlights properly aimed. Misaimed headlights blind other drivers and reduce your ability to see the road.
8. If in doubt, turn your lights on. Lights will not help you see better in early twilight, but they'll make it easier for other drivers to see you. Being seen is as important as seeing.
9. Avoid steady driving around your usual bedtime and down times. Nearly everyone experiences a short physiological down time or feeling of tiredness sometime between 1pm and 5pm. Make frequent stops for light snacks and exercise. If you're too tired to drive, stop and get rest.
10. Don't drink and drive. Not only does alcohol severely impair your driving ability, it also acts as a depressant. Just one drink can induce fatigue.

If you are travelling alone at night ensure that all doors and windows are locked and let someone know your route and estimated time of arrival.

If you do break down, summon help and stay in the car, keeping all doors locked. Tell the emergency services that you are alone so that they can make you a priority. It is worthwhile considering the possibility of investing in a mobile phone so that if you break down, help can be summoned from the safety of the car.

Following these basic hints and suggestions should make night time driving safer for you and all around you.



Driving at night requires extra care and attention.

Vehicle profile

Nissan Patrol

The Nissan Patrol Wagon is in the heavy duty range of four wheel drives. It is available through QFleet in the DX or ST models. There is a wide range of accessories that can be fitted to this type of vehicle. For more information, please contact your Fleet Consultant or Fleet Administrator.

Seats	DX models seat 5 ST models seat 7
Doors	5
Sound system	AM/FM radio cassette + in-dash CD
Air conditioning	Standard on all models
Power steering	Standard on all models
Transmission	Manual or automatic on all models
Airbags	Driver's SRS airbag standard with optional passenger SRS airbag on ST models
Cruise control	Only on ST 4.8 litre petrol model
Brakes	Ventilated disc brakes with optional ABS brakes on ST models
Engine size	DX wagon 4.2 or 3.0 litre turbodiesel ST wagon 4.2 or 3.0 litre turbodiesel ST wagon 4.8 litre petrol
Average fuel use City Cycle (per 100km)	Data not available
Average fuel use Highway Cycle (per 100km)	Data not available



Nissan Patrol Wagon

QFleet auction schedule

October 2002

Next time you visit QFleet auctions at Zillmere you will find two Vehicle Sales Liaison Officers to assist you with choosing a vehicle to bid for. They are on site to offer advice on standard features and accessories on each make and model up for auction.

If you don't have time to get to an auction site, why not check out QFleet Vehicles Online at www.qfleet.qld.gov.au. Our online auctions offer you the opportunity to bid for top quality vehicles in your own time.

QFleet auctions are held throughout Queensland. Check the list below for the auction site nearest you.

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 4, 11, 18, 25 October

Gold Coast

Public Trust Office

Cnr Nerang & Garden Street, Southport

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

Auction 11am

Date Wednesday 9 October

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 22 October

Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street,

Toowoomba

Inspection 8am to 11am on auction day

Auction 11am

Dates Thursday 10, 24 October

Maryborough

Department of Primary Industries

Forestry Workshops

Walker Street, Maryborough

Inspection 8am to 11am on auction day

Auction 11am

Date Wednesday 23 October

Rockhampton

Plant Hire Services Workshops

214 Richardson Road, Kawana

Inspection 8am to 11am on auction day

Auction 11am

Date Tuesday 15 October

Mackay

Plant Hire Services Workshops

Cnr Bridge Road & Hume Street, Mackay

Inspection 8am to 11am on auction day

Auction 11am

Date Monday 14 October

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 16 October

Cairns

Plant Hire Services Workshops

Cnr Adelaide and Donaldson Streets, Manunda

Inspection 8am to 11am on auction day

Auction 11am

Date Thursday 17 October

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.

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.

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State: Postcode:

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