

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

This month's issue

A message from the Group General Manager	2	Bits 'n' bytes.....	4
The service centre.....	3	Vehicle market forces	4
News from Fleet Services	4	Joint effort proves efficient	5
		Auction schedule.....	6

Big guns race for pole position

Anyone who has switched on commercial television lately will have seen at least one of the ads for the three big guns in the large car market: Ford's BA Falcon, new generation Toyota Camry and the VY Holden Commodore.

These three market leaders have lined up on the grid in the race to snatch market share, and QFleet has the low-down on each vehicle.

Engine

The BA Falcon is an extensive rework of the previous model, as Ford aims to wrest market control back from Holden.



The Altise Camry is available in four or six cylinders. See inside for pictures of the BA Falcon and VY Commodore.

Power has increased to 182 kW (from 157 kW) and torque has increased to 380 Nm (from 357 Nm). The BA Falcon maintains the fuel efficiency of previous models at 11.5L/100km city cycle and 6.8L/100km highway cycle.

The vehicle comes standard with a sports sequential gearbox, allowing manual control over gear selection. Drivers can opt for full automatic mode and adaptive shift to adopt a shift pattern to suit your driving style.

Toyota has completely reworked the new generation Camry, resulting in a car tailored to suit Australian conditions. Toyota's local engineers developed specific suspension calibrations to suit our road conditions. The 3.0 litre V6 delivers 145 kW of power and 279 Nm of torque.

The V6 engine is a carry over from the old model, but it is a modern double overhead cam unit that also does duty on the Lexus, along with the automatic transmission. Fuel economy is also improved with the V6 running at 10.5L/100km city cycle and 6.8 L/100km highway cycle.

The new 4 cylinder engine is the big story with the new Camry. It features an increased capacity of 2.4 litres, with 112 kW of power and 218 Nm of torque. Fuel economy is at 9.5L/100km city cycle and 6.6L/100km highway cycle.

Mechanically speaking, the changes in the VY Commodore are minor, with the same engine as the VX Commodore. The power comes in at 152 kW and torque at 304 Nm. The VY's fuel efficiency is rated at 11L/100km city cycle and 6.6L/100km highway cycle.

Performance and handling

The BA Falcon features significantly improved chassis dynamics, with independent rear suspension on sedan models. There are also changes to the front steering and suspension. Heavy-duty suspension with increased ride height is available on XT models, which should improve the vehicle's performance on secondary roads.

Toyota's Australian engineers have tuned the new Camry's suspension to place greater emphasis on handling. Like others in the large car class, all V6 models have ABS and dual airbags as standard inclusions.

The steering on the VY Commodore has been recalibrated to provide greater weight, feel and precision. The Commodore's ride/handling remains suited to Australian roads, providing a comfortable ride and confident handling on poor surfaces.

continues page 3...



QFleet
Queensland Government
Queensland Services Group
Department of Public Works



A message from the Group General Manager

I recently attended a Road Safety Summit with a particular interest in learning more about the issue of driver fatigue.

Driver fatigue has been described as a 'silent killer' on our roads. The evidence is mounting that driver fatigue plays a part in a high proportion of road traffic accidents. (*Australian Traffic Safety Board estimates up to 25% of all crashes are caused by driver fatigue*).

While we have a greater understanding of the effect that speed and alcohol have on a driver's ability to avoid the wrong thing happening, the effects of driving tired are still not widely understood.

One of the difficulties in dealing with driver fatigue, or tiredness, is that the condition is not like any other road safety risk. Unlike "drink driving" or speeding, tiredness is not a crime; but the result can be just as serious.

In the commercial vehicle industry the incidence of fatigue is taken very seriously. Most drivers of commercial vehicles are required by law to fill out logbooks regarding the hours they drive and the breaks they take. The logbooks are used to assess whether the drivers are following the driving hours regulations.

So, what does the term driver fatigue mean, what are the effects and what can we do about it?

Fatigue is tiredness, weariness or exhaustion; when a motor vehicle accident is deemed a result of driver fatigue people generally think that the driver has fallen asleep at the wheel. Falling asleep, however, is an extreme type of fatigue.

Tired drivers have slower reaction times similar to the effects of alcohol, which puts the driver and others in danger when they come upon unusual, unexpected or emergency situations.

Driving tired is a result of many situations: the length of the journey, monotonous driving situations, the time of the day, irregular work schedules along with generally increased pressures of life.

Even some of the benefits of modern motoring are considered contributors, as cars are now much quieter and more comfortable than they were years ago. Innovations like cruise control are more widely used to monitor speed leaving the driver far less to do.

Even without cruise control boredom soon sets in if a driver sticks to a constant speed on a quiet highway with few decisions to make. Drivers need to be aware of the lulling sensation caused by the drumming of the tyres on the road, along with listening to the radio with a strong and regular beat can cause you to feel tired and drowsy.

Here are some of the solutions. They may seem kind of obvious. However, remembering these points could save your life or the life of someone close to you.

- Plan ahead to get sufficient sleep.
- Avoid drinking even small amounts of alcohol when sleepy.
- Limit driving between midnight and 6 am.

Most of us can relate to the feelings of fatigue coming on, but by trying to fight it you only reduce your concentration on driving. The most important thing to do is to pull off the road at the first sign of drowsiness. *Stop driving immediately*. This action can save your life.

If accompanied by another driver, let them drive. If you're travelling alone, take a powernap (20 to 30 minutes); or drink several cups of coffee; although this only offers a short term benefit; once the effect wears off, you suffer from "sleep rebound" - a major cause of crashes.

So please, on your next journey heed the signs. Stop, revive and survive.

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The service centre

Guard your vehicle's performance

Have you ever been tempted to skip a scheduled service for your vehicle? After all, it can be inconvenient losing your vehicle for the day. You've got a lot on at the moment and it just isn't a priority. Well it should be!

Regular servicing will maximise your vehicle's performance, reliability, safety and service life. If that's not enough, it will also reduce air pollution, preserve the warranty and optimise the vehicle's resale value.

In recent years many manufacturers have extended service intervals from 10,000 km (or 6 month) intervals to 15,000 km (9 or 12 month) intervals. This is happening at a time when vehicles are becoming more complex and technologically refined. The longer intervals result from improved manufacturing techniques, better performing oils and lubricants, longer life brake components and market forces.

At a glance, the extended service intervals appear to provide some benefits to motorists through the need to have their vehicles serviced less frequently. However, extended service intervals create another problem, since it is now more critical for services to be carried out on time. If a vehicle misses its 15,000 km service the situation could arise where the vehicle is not serviced until 30,000 km.

QFleet's experience shows there are many risks associated with operating vehicles to 30,000km without servicing. Brake pads, engine oil, batteries, tyres, coolants and electrical components may not last for 30,000 km without attention.

QFleet has undertaken several expensive engine rebuilds as a result of engines running out of oil, or the original engine oil deteriorating to such an extent that it failed to continue to lubricate the engine properly. The vehicles concerned had been operated in excess of 30,000km without being serviced.

Different vehicles have different service intervals specified by the manufacturer. You should consult your vehicle's handbook or dashboard reminder to familiarise yourself with its servicing requirements.

So, to maximise your vehicle's performance, reliability and safety, ensure you have your vehicle regularly serviced.

You can check the services status of your QFleet vehicle through our Client Access System (CAS), or by contacting QFleet's Maintenance Controllers on 1800 061 819.



Regular servicing will maximise your vehicle's performance, reliability and safety.

...continued from page 1

Interior

The BA Falcon introduces a wide range of ergonomic improvements and comfort features. A new option for electrically adjustable pedals is available, ensuring the shortest and tallest drivers can find a safe and comfortable driving position. A new 'command centre' comprises a central screen which displays the status of air conditioning, audio and trip details.

The Camry's interior is functional. The features are clean and efficient. All controls fall easily to hand.

The VY Commodore has been re-styled to freshen up the appearance and improve ergonomics. A new digital display provides information on selected radio station, selected gear (auto), trip computer calculations, stopwatch function and service reminder.

Space efficiency

Passengers will benefit from improved space efficiency in the BA Falcon. Luggage capacity has increased.

Space efficiency has also improved in the Camry's cabin and boot with minimal increases in overall dimensions.

The VY Commodore remains comparable with the VX in terms of space efficiency.

Want to know more?

QFleet has negotiated with manufacturers to ensure you receive value for money lease rates on all three vehicles. For more information, or to ask about lease rates, contact your Fleet Consultant or Fleet Administrator, or refer to the manufacturers' web sites.



VY Holden Commodore



BA Ford Falcon

	4 cyl Altise Camry	6 cyl Altise Camry	BA Falcon	VY Commodore Executive
Engine size (cc)	2362	2995	3984	3791
Power (kW)	112	145	182	152
Torque (Nm)	218	279	380	304
City cycle (L/100km)	9.5	10.5	11.5	11
Highway cycle (L/100km)	6.6	6.8	6.8	6.6
ABS	optional	standard	standard	standard
Dual airbags	standard	standard	standard	standard

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News from Fleet Services

Information about new model vehicles or model upgrades is always in demand. Consequently, QFleet sometimes experiences delays in receiving current brochures from manufacturers.

The quickest and easiest way to find out information about vehicles is by visiting the manufacturers' web sites.

These web sites contain detailed information about each model in their range.

If you don't have access to the internet, you can always contact your Fleet Consultant or Fleet Administrator who will source the information for you.

Vehicle web sites

Toyota – www.toyota.com.au

Ford – www.ford.com.au

Mitsubishi – www.mitsubishi-motors.com.au

Holden – www.holden.com.au

Nissan – www.nissan.com.au

Subaru – www.subaru.com.au

Bits 'n' bytes

In the market for a new or used car? Maybe you want to find out about salary packaging a vehicle. Well, *Red Book* is the site for you.

With new car pricing, reviews on new and used models, and the ability to compare up to three vehicles side by side, *Red Book* can make the whole car buying experience a lot easier.

You can even check the value of the car you own or are about to buy. You can also find out trade-in and private sale values on used motor cycles, sidecars and trailers, or purchase from the *Red Book* range of software and print publications.

Red Book's online guide to vehicle valuations is very easy to use. Navigation is quick and information on new models and changes to specifications is updated daily.

Used vehicle prices are updated monthly at www.redbook.com.au.



Vehicle market forces

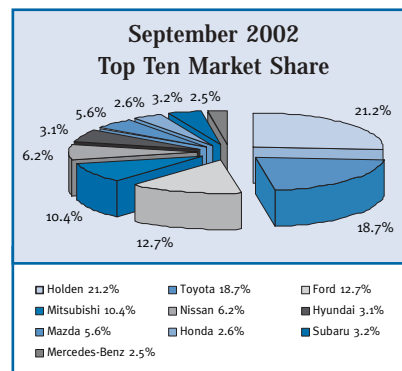
September 2002 overall market

The September 2002 market is up 11.5% on September 2001. September 2002 had the same number of selling days as September 2001. This equates to an increase of 271.4 vehicles per day.

September 2002 market segments

The passenger vehicle market grew by 7.8% over the same month last year, whilst the Light Truck Market grew 18.1% over September 2001.

Holden was market leader in September, 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

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Maintenance Controllers

1800 061 819

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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

Joint effort proves efficient

Reducing fleet costs and improving efficiency is crucial to all fleet managers. But it can be difficult to continually strive for improvement and achieve core service delivery at the same time.

That's why, for the past two years, QFleet's Senior Account Managers have been assisting departmental fleet managers to improve efficiencies in their fleets.

QFleet Senior Account Manager, Tim Richardson, said he had seen a significant improvement in the way fleet managers have approached the management of their fleets over the past two years.

"I have seen fleet managers continually review their fleet performance introducing corrective strategies to increase fleet efficiency," he said.

"This has enabled reductions in fleet sizes, resulting in cost reductions."

As well as reducing fleet size, Tim said many fleet managers had reduced "whole of life" costs by increasing the number of four cylinder vehicles in their fleets.

"In 1999-2000 only 29% of fleet vehicles were four cylinder vehicles," he said.

"This percentage rose significantly in 2001-02, where 37% of fleet vehicles are now four cylinder vehicles."

Tim said he worked closely with fleet managers within his portfolio, developing solutions using a fit-for-purpose approach towards best practice fleet management.

"We based vehicle selections and lease operating parameters on the identified task requirements for each vehicle," he said.

"Clients are now harvesting rewards for their efforts by meeting core service deliveries while reducing fleet operating costs, improving fleet use and reducing fleet size."

"It's great to see these departments achieving positive results and striving for new ways to improve their fleet performance," Tim said.

Many QFleet clients have achieved substantial improvements in fleet efficiency improvements over the past two years. We asked some of our top performers what they did to achieve this.



"The improvement of Disability Services Queensland's returned fleet efficiency has been achieved through the joint efforts of staff from the Facilities Management Unit (Corporate Services Centre), regional staff of Disability Services Queensland and our QFleet Senior Account Manager. As a result of adopting QFleet's advice provided through presentations internal seminars and reports to the DSQ finance officers, better fleet performance has been achieved."
Wayne Gates, Department of Families



"To improve fleet efficiency we monitored the usage of vehicles to ensure they matched as closely as possible to lease terms. This monitoring meant we were able to adjust lease terms where necessary when ordering new vehicles. We also leased a greater number of 4 cylinder vehicles for city deliveries. Using QFleet's Client Access System helped us to obtain information and reports on our vehicle fleet. We now receive fleet performance reports which will allow us to improve our monitoring methodologies and seek continuous improvements in fleet management." Lisa McMahon, Arts Queensland



"Our department improved fleet efficiency through ongoing monitoring of vehicle usage and by not replacing vehicles which were returned significantly under-used." David Mahaffy, Department of Justice and Attorney-General



"I conduct an annual fleet review focusing on vehicle selection, average monthly lease rates, vehicle usage patterns and lease parameters. In addition, I review vehicle logbooks on a monthly basis and provide feedback to branch managers on home garaging and FBT. The city vehicle pool operates almost entirely on the utilisation of SES vehicles via an electronic booking system designed in-house. The system allows the department to utilise the SES fleet when the vehicles are not required by senior officers during working hours. Taking these steps ensures the optimal use of vehicles attracting private use FBT."
Cheryl Watson, Department of Innovation, Information Economy, Sports and Recreation



"I continually review vehicle usage patterns to ensure the optimal lease parameters are selected at the time of ordering the replacement vehicle. Ongoing contact is also maintained with our business units to highlight new projects or changes in business practices that may effect the use of the fleet." John Guerin, Department of the Premier and Cabinet.

QFleet auction schedule

November/December 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 1, 8, 15, 22, 29 November
Friday 6, 13, 20 December

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 6 November
Wednesday 4 December

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 19 November

Tuesday 17 December

Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

Inspection 8am to 11am on auction day

Auction 11am

Dates Thursday 7 and 21 November

Thursday 5 and 19 December

Maryborough

Department of Primary Industries

Forestry Workshops

Walker Street, Maryborough

Inspection 8am to 11am on auction day

Auction 11am

Date Wednesday 20 November

Wednesday 18 December

Rockhampton

Plant Hire Services Workshops

214 Richardson Road, Kawana

Inspection 8am to 11am on auction day

Auction 11am

Date Tuesday 12 November

Tuesday 10 December

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 13 November

Wednesday 11 December

Cairns

Plant Hire Services Workshops

Cnr Adelaide and Donaldson Streets,
Manunda

Inspection 8am to 11am on auction day

Auction 11am

Date Thursday 14 November

Thursday 12 December

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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