DELIVERING
FOR QUEENSLAND

QFleet
Utilisation Standard
for the Queensland Government
motor vehicle fleet

June 2025

Queensland
Government

Contents

Introduction

The QFleet Utilisation Standard for the Queensland Government motor vehicle fleet (the Standard) informs the strategic and operational management of Queensland's fleet of government vehicles.

The Standard is designed to support the efficient utilisation of each vehicle in the Queensland Government fleet in a way that contributes to improving productivity, lowering tailpipe emissions and cost effectiveness.

This is a companion document to the *QFleet Vehicle Emissions Reduction Strategy 2025–2030.*

The Standard is relevant for all staff involved in the management of their agency's vehicles. QFleet advises agencies to apply the Standard's principles to their fleet utilisation and replacement programs.

The Standard defines what vehicle utilisation is, how to calculate it, why it is important, and the important factors agencies need to consider to ensure they make informed decisions about the size and composition and use of their fleets to optimise efficiency and cost savings.

What is vehicle utilisation?

Vehicle utilisation is a metric that measures the effectiveness of a fleet of vehicles in terms of their usage and productivity. It is often expressed as a percentage and reflects how much time vehicles are being used against how much time they are idle. A higher vehicle utilisation percentage rate indicates that a vehicle is being used more effectively, which is the ideal outcome in fleet management.

Calculating the vehicle utilisation rate for owned fleet vehicles (non – QFleet vehicles)

The vehicle utilisation rate of owned vehicles can be calculated by **dividing the total time a vehicle is active** (the period of time a vehicle is actively involved in tasks undertaken by the agency. For example, time spent on service calls/community patient visits etc.), **by the total time a vehicle is available for use** (the period of time the vehicle is available for use by the agency, which is normally 24 hours per day, 7 days a week minus time for scheduled servicing, maintenance and refuelling).

Total time a vehicle is active ÷ Total time a vehicle is available for use **x** 100.

Utilisation for QFleet leased vehicles

An operating lease works like a rental agreement – you only pay for use of the vehicle. A **fully maintained operating lease** is when running and maintenance costs are consolidated into one monthly payment with flexible terms, generally ranging from 36 to 60 months.

QFleet provides fully maintained operating leases to government agencies which includes maintenance, servicing, repairs, registration, roadside assistance, insurance and more in its monthly fee.

Utilisation of QFleet leased vehicles is based on a vehicle's use against the time and kilometre parameters of the lease agreement. The utilisation calculation is based on the vehicle's known and projected business use (kilometres travelled) and the lease period (months) agreed in the lease parameters.

Why vehicle utilisation is important

Tracking vehicle utilisation is a valuable fleet management tool for identifying surplus capacity within the fleet, this can lead to improved productivity, better decision-making regarding fleet size, mix and managing maintenance schedules, as well as improved customer service.

Understanding fleet utilisation will save your agency money and contribute to whole-of-government financial accountability.

Managing vehicle lease utilisation is crucial for efficient fleet management, as it enables customers to optimise their resources and reduce costs. By identifying accurate utilised vehicle leases, customers can make informed decisions about right-sizing their fleet and ensuring costs are controlled effectively.

Managing vehicle utilisation has the following benefits:

1. **Cost savings:** identifying over or underutilised vehicles allows customers to save on leasing costs, reducing the potential for insurance claims and maintenance downtime. This leads to direct financial savings.
2. **Better decision-making:** analysing utilisation data helps with fleet planning, including determining the ideal fleet size and composition, avoiding over or under-investment in vehicles.
3. **Financial accountability:** understanding and managing fleet utilisation supports whole-of-government initiatives by ensuring public funds are spent efficiently and responsibly, aligning with broader financial accountability goals.

For guidance on achieving optimal utilisation of your lease package, please refer to the *QFleet Whole-of-Fleet Performance Guideline for agencies* on page 17.

Steps for effective fleet utilisation

1 Effective fleet use

- Manage and use the fleet effectively to prevent avoidable costs as a result of vehicle over and under utilisation.
- Adopt an approach that considers fleet composition, vehicle selection, deployment and operation.
- Adopt a fleet-wide approach to decision-making that promotes evidence-based decisions about vehicle utilisation and lease parameters.
- Improve internal fleet utilisation policies and practices by providing guidelines for the time and **kilometre** use of each vehicle, **capturing vehicle data, conducting** periodic reviews and adjustments to vehicle allocation and deployment.
- Consider alternative transport solutions including car share to avoid unnecessary vehicle acquisition, retention, or replacement.

2 Conduct a strategic fleet-management review

- Annually, define and confirm the agency's requirements in line with safety, financial and environmental factors. Ensure vehicles are fit-for-purpose by having the right vehicle for the task. Having a mix of shared vehicles such as utes and passenger vehicles can ensure staff have access to the correct fit-for-purpose vehicle.
- Track and evaluate fleet performance and effectiveness according to measures outlined in the *QFleet Whole-of-Fleet Performance Guideline* for agencies, see page 17.
- Assess the fleets' suitability to meet genuine, current and anticipated operational requirements in terms of its size, composition and lease packages to identify and eliminate avoidable costs.
- Assess the fleets' suitability to meet genuine, current and anticipated operational requirements in terms of its size, composition and lease packages to identify and eliminate avoidable costs.

3 Ensure agency fleet processes support your fleet performance objectives and align with government policy and strategic objectives

- Ensure internal fleet utilisation procedures and operations are consistent with Queensland Government policies, and relevant legislation including the *Work Health, Safety Act 2011*, the *Heavy Vehicle National Law Act 2012 (Qld)* and the *Chain of Responsibility (CoR) legislation.*
- Undertake effective asset management ensuring every government vehicle is well maintained, safe and used efficiently as possible.
- Ensure vehicles within the fleet are fit-for-purpose.
- Ensure all decisions about vehicle selection and retention are based on a review of vehicle utilisation, operational history, logbooks, seasonal fluctuations, fuel consumption, maintenance and repairs, known future changes to vehicle's deployment, and the asset's lifecycle.
- Ensure agency fleet practices remain consistent with Queensland Government objectives and avoid unnecessary costs and non-business vehicle use.

4 Assess fleet vehicles using the *QFleet Whole-of-Fleet Performance Guideline for agencies*

- Evaluate current performance and effectiveness.
- Identify vehicles' performance utilisation range.
- Take action to address vehicles outside the optimal range.
- Speak to your QFleet consultant to ensure your lease package suits your requirements.
- Implement telematics technology if appropriate.

5 Make informed decisions about replacement and additional vehicles

- Base fleet decisions on supporting data.
- Replace vehicles only when there is genuine, demonstrable business need.
- Determine optimum distance and time lease parameters.
- Select appropriate vehicles, based on anticipated use.
- Do not allow selection decisions to be influenced by personal preference.
- Ensure fleet management reviews inform forward planning.

Forward planning

Forward planning should be based on the outcomes of the strategic fleet management review and a fleet performance review.

Together, these reviews will provide insight into the short and medium-term evolution of the agency's fleet.

This preparation will assist agencies in determining it's forward-commitment projections for the coming 12-months and outer-years.

Ensure vehicle decisions are made 6-months prior to the end of the lease contract. The accuracy of forward planning directly influences vehicle procurement processes and can lead to substantial cost savings for government through volume discounts.

QFleet can provide advice, guidance, reporting and access to tools to assist with fleet utilisation.

How accurate odometer readings affect a vehicle's utilisation

Accurate readings enable managers to optimise vehicle utilisation, adhere to lease parameters, and schedule maintenance accurately. By prioritising the accuracy of odometer data, fleet managers can ensure their fleets operate cost-effectively and with minimal disruptions.

Why accurate odometer readings are so important?

Odometer readings are critical to ensuring vehicle safety and provide crucial data on how much a vehicle has been driven over a certain period. This information is indispensable for calculating fuel efficiency, monitoring usage patterns, and ensuring overall vehicle health.

By diligently recording odometer readings, fleet managers can stay informed about each vehicle's mileage, helping fleet managers proactively manage:

- Lease utilisation and costs
- Optimise vehicle performance, schedule maintenance tasks and minimise downtime
- Avoid vehicles becoming unsafe with worn tyres, brakes, or other safety related issues
- Ensure critical safety recalls or software updates are conducted.

How to ensure accurate odometer readings

Fleet managers can ensure accurate odometer readings by implementing a robust system for capturing odometer readings.

The readings can be captured by:

- Manually recording the readings, where drivers record the details in a logbook monthly
- Use an advanced solution like telematics where the software automatically records mileage in real-time.

Regular audits and cross-referencing data from multiple sources can also help verify the accuracy of odometer readings. By comparing readings from logbooks, vehicle inspections, service records, and fuel purchases, fleet managers can identify any inconsistencies and take corrective actions promptly.

Strategic fleet management review matrix

Department	Fleet vehicle selection policy						Agency review decisions						
							Action			Replacement guide			
Agency name Year 2019	1. Has a five-star ANCAP rating. 2. Meets the minimum fit-for-purpose requirements. 3. Provides value-for-money. 4. Addresses environmental considerations.						Reallocate to pool	Replace	Do not replace	Battery electric vehicle	Hybrid vehicle	Low emissions vehicle	Like-for-like replacement
Rego	**Vehicle**	**Utilisation %**	**CO_2 grams/km**	**Vehicle age months**	**Odometer**	**Lease end date**							
QG001	Landcruiser Prado GX 150 4WD	83.88	225	58	39735	14/06/2019	✓	✓				✓	✓
QG002	Landcruiser Prad0 GX 150 4WD	92.95	208	32	86295	21/06/2019		✓					✓
QG003	Pajero GLX NW 4X4	71.95	239	49	75896	22/06/2019		✓					✓
QG004	I30 Tourer Active GD	60.03	151	56	25831	1/08/2019	✓	✓		✓	✓		
QG004	Sportage SLI SL	78.90	189	56	25229	31/08/2019		✓				✓	✓
Agency name Year 2020							**Reallocate to pool**	**Replace**	**Do not replace**	**Battery electric vehicle**	**Hybrid vehicle**	**Low emissions vehicle**	**Like-for-like replacement**
Rego	**Vehicle**	**Utilisation %**	**CO_2 grams/km**	**Vehicle age months**	**Odometer**	**Lease end date**							
QG005	I30 Tourer Active GD	56.50	160	50	36482	1/03/2020		✓		✓	✓		✓
QG006	Corolla Ascent ZRE182R	101.10	152	50	63146	8/03/2020		✓		✓	✓		
QG007	Focus Ambiente LW MKII	66.24	154	48	32187	30/04/2020			✓		✓	✓	
QG008	Camry Altise ASV50R	57.61	183	47	14173	31/05/2020	✓	✓					
QG009	Landcruiser Prado GX 150 4WD	85.44	211	23	43398	13/06/2020			✓				✓

Fit-for-purpose vehicle selection guide

The operational requirement of a vehicle should be the primary consideration in the acquisition of a government fleet vehicle. Selecting the right vehicle for an agency's transport needs involves several considerations to ensure informed decisions are made that align with operational requirements, budgets, and the Queensland Government's environmental objectives.

These objectives include reducing fleet emissions in a sustainable way. The *QFleet Vehicle Emissions Reduction Strategy 2025-2030* (ER Strategy) aims to reduce tailpipe emissions in QFleet's entire fleet by 10 per cent by 30 June 2030, while offering agencies a balanced choice of low emission vehicles to help them meet their operational requirements.

To ensure informed vehicle decisions are made, agencies should undertake a structured approach in determining the most suitable fit-for-purpose, cost effective and safe vehicle by:

Assessing operational requirements

- Assessment of current vehicle fleet (where applicable).
- Define the need for a replacement or new additional vehicle.
- Define the vehicle purpose and usage requirements (e.g. frequency of use and task/s to be undertaken).
- Review utilisation and capability within the existing fleet.
- Vehicle allocation (operational vehicle, pool vehicle, other).
- Identify specifications that best support the service delivery task to be undertaken (e.g. transporting of people, equipment, goods, and medical equipment).

Vehicle configuration requirements

- Passenger capacity.
- Payload capacity.
- Special requirements (e.g. refrigeration and specialised equipment).
- Essential accessory fitment and safety features.
- Note: any vehicle over 4.5t (including vehicles with trailers) need to comply with NHVL

Vehicle operating environment

- Distance to be travelled.
- Terrain and frequency (sealed roads %, unsealed formed roads %, off-road %).
- Distance to nearest dealership and vehicle servicing services.
- Distance to and availability of EV charging infrastructure.

Identify the vehicle segment/s

Identify the vehicle segment/s that best meet the service or task to be delivered, the vehicle configuration requirements and operating environment (ensure vehicle selection is based on need not want).

- Passenger size: light, small, medium, large.
- SUV: small, medium.
- Light commercial: SUV large, pickup, cab chassis, van, bus, light truck.
- Body style: sedan, hatch, wagon, single/extra/dual cab.
- Drive type: 2WD, AWD, 4WD.

Environmental impact

- Fuel options such as E10 (agencies need to determine which best supports the service function of the vehicle and are environmentally responsible).
- Low and zero emission options.

Fit-for-purpose vehicle selection table

When agencies are at the point of replacing an existing fleet vehicle or acquiring additional vehicles, agencies should consider the lowest emission vehicle suitable to its requirements as its default vehicle of choice.

Service requirement	City-highway driving	Regional driving	Remote driving	Island driving
	Passenger small SUV small	Passenger medium SUV small SUV medium 4X4 wagon 4X4 crew cab	Passenger medium SUV small SUV medium 4X4 wagon 4X4 crew cab	SUV large and medium 4X4 wagon Light commercial 4X4 crew cab 4X4 single cab
	Passenger medium SUV medium	Passenger medium Passenger large SUV medium SUV large 4X4 wagon 4X4 crew cab	Passenger medium Passenger large SUV medium SUV large 4X4 wagon 4X4 crew cab	SUV large and medium 4X4 wagon Light commercial 4X4 crew cab
	SUV upper large People mover	SUV upper large People mover 4X4 wagon 4X4 crew cab	SUV upper large People mover 4X4 wagon 4X4 crew cab	SUV large and medium 4X4 wagon Light commercial 4X4 crew cab
	Passenger medium SUV medium	Passenger medium Passenger large SUV medium SUV large 4X4 wagon 4X4 crew cab	Passenger medium Passenger large SUV medium SUV large 4X4 wagon 4X4 crew cab	SUV large and medium 4X4 wagon Light commercial 4X4 crew cab
	SUV upper large People mover	SUV upper large People mover 4X4 wagon 4X4 crew cab	SUV upper large People mover 4X4 wagon 4X4 crew cab	SUV large and medium 4X4 wagon Light commercial 4X4 crew cab
	SUV upper large People mover Bus light	SUV upper large People mover Bus light 4X4 wagon 4X4 crew cab	SUV upper large People mover Bus light 4X4 wagon 4X4 crew cab	SUV large and medium 4X4 wagon Light commercial 4X4 crew cab

Service requirement	City-highway driving	Regional driving	Remote driving	Island driving
Trade vehicle options 	2WD Utility single cab 2WD Utility extra cab 2WD Utility dual cab Vans		Ute 4x4 single cab Ute 4x4 extra cab Ute 4x4 double cab Vans	Ute 4x4 single cab Ute 4x4 extra cab Ute 4x4 double cab

Considerations

- Cargo capacity: evaluate the vehicle's cargo capacity to ensure it meets operational needs.
- Capacity/payload: gross vehicle mass (GVM), front and rear axle load.
- Towing capability: if the agency needs to tow equipment or trailers, choose a vehicle with sufficient towing capacity.
- Passenger seating: consider how many passengers the agency needs to accommodate.
- Fuel efficiency: select a vehicle with good fuel efficiency.

Service requirement	City-highway driving	Regional driving	Remote driving	Island driving
Four wheel drive vehicle options 	Refer to Assessing operational needs, Vehicle configuration requirements and Vehicle operating environment on page 10.	SUV large 4WD wagon SUV upper large 4WD troop carrier Ute 4x4 single cab Ute 4x4 extra cab Ute 4x4 double cab		

Considerations:

- Capacity/payload: GVM, front and rear axle load and cargo management.
- Dimensions: width, height, length and wheelbase.
- Ground clearance: fording depth, approach and departure angle.
- Power: torque.
- Handling off-road and on-road: turning circle, power steering, responsiveness, etc.
- Stability: traction (differential locks, hills, cornering).
- Drive train: gear ratio, gearbox performance.
- Negotiating obstacles.

Service requirement	City-highway driving	Regional driving	Remote driving	Island driving
Community care vehicle options 	SUV upper large People mover Bus light			Refer to Assessing operational needs and Vehicle configuration and Operating environment on page 10.

Many vehicles in this sector are also purpose-built or modified to the needs of the customer. This can create a unique set of circumstances for the care worker due to unfamiliarity of function and controls used when operating the vehicle.

Key considerations for care workers may be exposure to unrestrained equipment within the passenger compartment. It is also important to consider ensuring staff transporting dangerous, awkward goods, or people with wheelchairs, are appropriately trained for the task, have access to appropriate mechanical aids and/or appropriate assistance.

Licence requirements for trucks and buses
(note: vehicles over 4.5t (including vehicles with trailers) need to comply with NHVL

Car (C) licence

- Allowed to carry up to 12 adults including driver.

Light Rigid (LR) Licence

A light rigid licence will qualify you to drive the following:

- Allowed to carry more than 12 adults.
- Allowed to drive vehicles with a GVM between 4.5-8t.
- Any towed trailer must have a GVM of no more than 9t.
- Can also drive any vehicle allowed by a class C licence.

Medium Rigid (MR) Licence

- Allowed to drive vehicles with a GVM over 8t and up to 2 axles.
- Any towed trailer must have a GVM of no more than 9t.
- Can also drive any vehicle allowed by a class LR licence.

Heavy Rigid (HR) Licence

A heavy rigid licence enables the licence holder to drive the following types of vehicles:

- Vehicles with a GVM over 8t and 3 or more axles.
- Any towed trailer. Note: must have a GVM of no more than 9t.
- Allowed to drive articulated buses.
- Any vehicle allowed by a class MR licence.

Heavy Combination (HC) Licence

- Allowed to drive a prime mover attached to a semi-trailer over 9t GVM.
- Allowed to tow trailers over 9t GVM.
- Can also drive any vehicle allowed by a class HR licence.

Multi Combination (MC) Licence

- Allowed to drive road trains and B-doubles.
- A class MC licence holder can drive any vehicle allowed by a class HC licence.

Licence requirements for motorcycles

RE

- A moped fitted with an electric motor or an internal combustion engine (with a maximum capacity of 50mL) with a maximum manufacturer's top rated speed of 50km/h that is not a bicycle. Any other vehicle with a larger engine or faster top rated speed is classed as a motorcycle.
- A learner approved motorcycle (2 or 3 wheel), with or without a trailer. **Note**: a learner approved motorcycle is a production motorcycle that is fitted with an electric motor, or has an internal combustion engine with a maximum engine capacity of 660mL and:
  - Has maximum power to weight ratio of 150kW per tonne (t).
  - Has not been modified other than for an allowable modification.

R

- A motorcycle (2 or 3 wheel) with unlimited engine size, with or without a trailer.

Selecting the appropriate drivetrain

Two-wheel drive (2WD), all-wheel drive (AWD), and four-wheel drive (4WD) are different drivetrain systems that distribute power from the engine to the wheels in various ways. A brief overview of each drivetrain system is below.

Two-wheel drive (2WD)

In a 2WD system, power is typically sent to either the front wheels (front-wheel drive, FWD) or the rear wheels (rear-wheel drive, RWD). Most passenger cars and some trucks and SUVs use 2WD systems. Generally offers simpler mechanics, best fuel efficiency, reduced costs, and superior handling in general conditions.

All-wheel drive (AWD)

AWD systems distribute power to all four wheels simultaneously, providing increased traction and stability in various driving conditions. AWD systems can be full-time or part-time, with some allowing the driver to manually switch between 2WD and AWD modes.

AWD systems are common in SUVs, crossovers, and some high-performance vehicles. This system provides better traction in adverse weather conditions such as rain, mud, wet and slippery conditions, as well as improved off-road capability compared to a 2WD system.

Four-wheel drive (4WD)

4WD systems also send power to all four wheels and typically provide additional features such as low-range gearing for off-road driving and differential locks for maximum traction. 4WD systems are commonly found in trucks, SUVs, and off-road vehicles. This system is often used for serious and consistent off-road driving, towing heavy loads, or navigating challenging terrain. Some 4WD systems allow the driver to switch between 2WD and 4WD modes, while others are permanent or automatically engage when slip is detected.

In summary, the main differences lie in how power is distributed to the wheels and the intended purposes of each system. A 2WD system is suitable for most driving situations, while an AWD system offers improved traction and stability in varied conditions, and a 4WD system provides enhanced off-road capability and towing capacity.

The questions in the table below can be used to gather relevant information about the customer's driving habits, conditions and geographical location, to help them make an informed decision about whether a 2WD or AWD vehicle would be the best fit for their needs. Keep in mind that specific driving conditions may vary, so it is essential to consider all relevant factors before making a final decision.

Select the appropriate drivetrain	2WD	AWD	4WD
The vehicle/s will be used for:			
1. Daily commuting on city and country roads with normal conditions, occasional slippery, wet or gravel road conditions.	Yes	No	No
2. Regular commuting where consistent conditions such as wet and slippery conditions on gravel and unpaved road conditions prevail.	No	Yes	Yes
3. Serious and regular off-road driving in wet, muddy or slippery conditions on gravel and sand roads, remote mountainous terrain or areas with steep inclines and towing requirements and extra ground clearance is required. Additional 4WD driver training is required to operate these vehicles.	No	No	Yes

Determining ground clearance requirements

All vehicles offered by QFleet meet the Australian Design Rule (ADR) requirements to safety transit roadways in Queensland. The minimum running clearance of a vehicle must not be lower than 100mm to meet ADR 43.

Typically, determining ground clearance involves parking your vehicle on a level surface, such as a concrete driveway, and measuring the distance between the ground and the lowest point of your vehicle. For a 4WD vehicle, this measurement often involves gauging the distance from the ground to the rear differential, and sometimes the front differential.

Elevating ground clearance involves finding a balance between use and effectiveness. To determine if an increased or decreased ground clearance is required, it is important that customers consider a range of factors, these include:

1. **Intended use:** identify the primary use of the vehicle. Will it primarily be driven on highways, urban roads, off-road, or a combination of these? Different terrain types require different ground clearances.
2. **Terrain:** assess the typical terrain the vehicle will encounter. For example, if it is frequently driven on rough or unpaved roads (including a consideration for approach and departure angle requirements), you will need more ground clearance compared to vehicles primarily used on smooth highways.
3. **Payload:** consider the maximum load the vehicle will carry. Heavier loads may require higher ground clearance to prevent the vehicle from bottoming out.
4. **Obstacle clearance:** determine if the vehicle needs to clear obstacles such as speed bumps, curbs, rocks, or debris regularly encountered on the intended route.
5. **Environmental conditions:** account for factors like climate and weather conditions. In sandy or flood-prone areas, higher ground clearance may be necessary to navigate through deep sand or water.
6. **Vehicle type:** different types of vehicles (e.g. sedans, SUVs, trucks) naturally have different ground clearances. Choose a vehicle type that aligns with your requirements.
7. **Comfort and safety:** consider the comfort and safety of the occupants. A vehicle with extremely low ground clearance might be uncomfortable on rough terrain or prone to damage, while a vehicle with excessive ground clearance might compromise stability and handling.

Additional considerations

The standard curb height in Queensland is 150mm. Most vehicles will perform well on trafficable roads using 2WD. Should vehicles have an operational requirement to transit between roadways and curbs on a regular basis, a ground clearance of 150mm or greater may be required.

Please note, stating there are potholes on roads in your area of operations is not a determining vehicle factor. Hitting a pothole at speed can damage a tyre regardless of ground clearance.

QFleet Whole-of-Fleet Performance Guideline for agencies

The *QFleet Whole-of-Fleet Performance Guideline for agencies* (the Guideline) has been developed to help agencies make decisions about the use and allocation of leased vehicles. The Guideline identifies optimal range for vehicle utilisation.

Key benchmarks for assessment using the Guideline include:

- The optimal utilisation for each vehicle of 90–100 per cent of the lease package in terms of time (months) and distance (kilometres)
- Identification of vehicles travelling under the optimal band
- Identification of each vehicle used for less than 80 per cent of business hours (for business purposes) – a vehicle that is idle for more than 20 per cent of the business day.

Exceptions for vehicle distance and usage (a vehicle that is idle for for than 20 per cent of the business day), may apply to special-build or exempted vehicles. These are identified and assessed by agencies on a case-by-case basis. Any projected low-kilometre use should be reflected in the distance component of lease packages.

Applying the Guideline

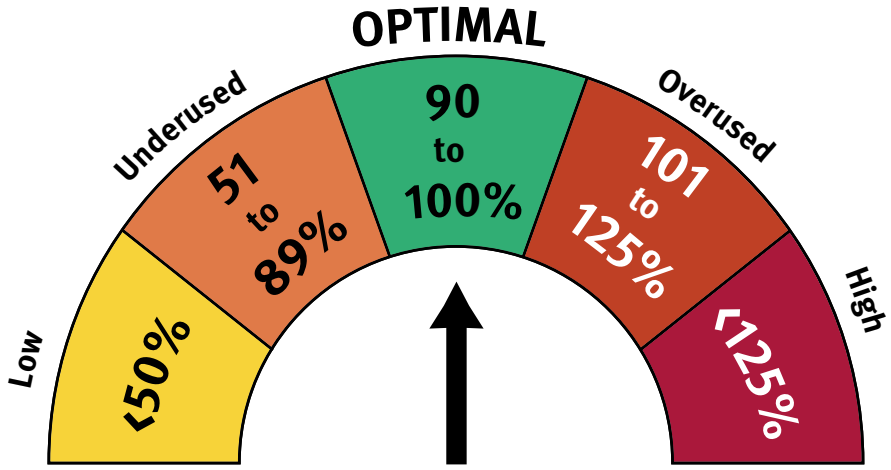
Agencies need to understand a vehicle's present and expected future use when determining the lease parameters for its replacement. The months and kilometres identified in the lease are used by QFleet to calculate the monthly lease rate; they also influence factors like routine servicing.

If a vehicle's use does not fit its lease package, the agency may incur additional lease charges or lease overrun. It is therefore important for agencies to monitor fleet use closely, and to take timely corrective action when appropriate.

A vehicle's utilisation should inform replacement decisions, including whether the vehicle should be replaced, and what lease parameters are most appropriate. Agencies should use the Guideline to assess their fleet at least annually. Vehicles that fall outside the optimal performance parameters identified in the Guideline should be reviewed both during the lease and at its end.

Performance utilisation ranges

An efficiently managed vehicle should achieve **between 90 and 100 per cent lease utilisation.** Agencies should monitor vehicle use against the lease package and take action during the vehicle's service life to maintain optimal utilisation.



Usage of a vehicle against lease parameters, lease term and kilometers travelled.

OPTIMAL RANGE: 90-100% kilometre usage

An optimal usage range is between 90–100 per cent of its lease package parameters (months and kilometres); the agency is deriving maximum value from the lease. Subsequent vehicle replacement is valid, under a similar lease package and intended use is the same.

Actions an agency can take to continue managing an Optimal vehicle's utilisation:

- Continue to actively manage the vehicle utilisation and maintenance and replace the vehicle at lease end.
- If appropriate, rotate vehicle with an under-utilised agency vehicle with similar service delivery capability.

UNDERUSED RANGE: 51-89% kilometre usage

An underused vehicle's usage is between **51–89 per cent** of the lease package.

If the vehicle's usage is at the lower end of the lease package, the need for remedial action becomes pressing. The agency may reassign the vehicle to another part of the agency, particularly if it can be swapped for another vehicle that is exceeding its lease package kilometres.

Actions an agency can take to improve an Under-used vehicle's utilisation:

- Reallocate or rotate the vehicle within the agency with a vehicle with similar service-delivery capability and is above its optimal utilisation range.
- Rotate the vehicle within the whole-of-fleet with an over-utilised vehicle with similar service-delivery capability.
- Discuss mid-term adjustment with QFleet to realign lease terms and rate with actual usage.
- Prior to end-of-lease, evaluate the operational need for replacement.
- Where a replacement is authorised, establish parameters for the replacement vehicle based on actual past and anticipated usage.

OVERUSED RANGE: 101-125% kilometre usage

An overused range vehicle's usage is **between 101–125 per cent** of the lease package. A vehicle that is exceeding its lease package kilometres requires attention. Re-assignment may be required to avoid additional lease costs.

Actions an agency can take to improve an Over-used vehicle's utilisation:

- Actively manage the vehicle as part of the agency's carpool to return to optimal range.
- Review and amend the lease package
- Where possible, rotate the vehicle with an under-utilised whole-of-fleet vehicle with a similar service delivery capability.
- **Key recommendation:** maintain and replace the vehicle at the end-of-lease with new lease parameters based on actual past and anticipated usage.

LOW RANGE: 50% kilometre usage

Low vehicle usage is 50 per cent of the lease package or lower. The agency should consider whether the vehicle needs to be retained.

Actions an agency can take to improve an Unused vehicle's utilisation:

- Reallocate the vehicle into the agency's carpool and monitor its utilisation, if it is not already part of a carpool.
- Redeploy or exchange the vehicle with whole-of-fleet, in lieu of replacing another existing vehicle at end-of-lease.
- Adjust the lease package or speak to your fleet leasing consultant about other options.

HIGH RANGE: 125% kilometre usage

High vehicle usage exceeds **125 per cent** of the lease package. In this situation, corrective action should be prioritised. It may be possible to rotate the vehicle with an under-utilised vehicle to address issues for both vehicles.

Actions an agency can take to improve an Adverse vehicle's utilisation:

- Actively manage the vehicle as part of the agency's fleet and return to optimal range.
- Rotate with an under-utilised vehicle within the whole-of-fleet with a vehicle that has similar service delivery capability.
- Review and adjust the lease package.

QFleet can guide agencies about the best option, including early lease termination if required.

Telematics is a communication device placed in a vehicle to help manage the driver's safety.

Telematics

Some agencies manage fleet performance through utilisation technology such as telematics or fleet optimisation services.

Telematics is a communication device placed in a vehicle to help manage the driver's safety. Its in-vehicle monitoring system allows fleet administrators to view where the vehicle is, while providing them with vehicle safety and incident alerts and real-time data.

Fleet optimisation services is the engagement of fleet analytical specialists who review the data gathered by the agency and report on utilisation and trends on a fleet, sub-fleet or an individual vehicle basis.

The use of telematics can support strategic business outcomes which include and are not limited to:

Workplace safety: drivers' safety will be improved as their location can be monitored when working in remote or risky environments; ability to use emergency duress calling; and fleet managers will be able to monitor unplanned idle periods to make sure its drivers are safe.

Reduced operating costs: telematics can help fleet managers optimise routes and scheduling to reduce idling time, which can lead to lower running costs. Additionally, by monitoring vehicle performance and predicting maintenance needs, fleet managers can schedule maintenance proactively and avoid costly breakdowns.

Increased efficiency: real-time tracking of vehicles can help fleet managers make informed decisions about the size and composition of their fleet. This can help reduce the overall size of the fleet, optimise vehicle utilisation, and reduce idle time, leading to increased productivity, a reduction in emissions and cost savings.

The introduction of telematics should include a privacy impact assessment and comprehensive communication plan including information on departmental intranet sites, information within each agencies' motor vehicle policies and inclusion in the induction process.

QFleet can support agencies in deciding whether telematics and fleet optimisation services are appropriate for their fleet management. A whole-of-government panel of telematics and fleet optimisation services providers is available under a standing offer arrangement.

The providers are listed on the Queensland Government Arrangements Directory, together with a buyer's guide, fact sheet and panel user guide to help agencies consider whether telematics/fleet optimisation services is a worthwhile investment. Agencies may source providers not listed on the whole-of-government panel.

Alternative methods of transport – carpooling and QFleet Car Share

Effective fleet management includes use of carpooling and vehicle sharing. Agencies should investigate whether carpooling and/or vehicle sharing are an appropriate part of their fleet utilisation.

Carpooling maximises deployment flexibility, helping to manage overall fleet use and achieve optimal utilisation.

Carpooling

A carpool can include vehicles identified for multiple- user access within an office, a tenancy or across multiple agencies. Carpooling is the agreed sharing of vehicles, not a sub-lease arrangement (sub-leasing of QFleet vehicles is not permitted under the *QFleet Terms and Conditions)*.

Carpooling maximises deployment flexibility, helping to manage overall fleet use and achieve optimal utilisation.

In most cases, carpooling should be supported by locating fleet vehicles at an office or central location. Where possible, agency vehicles should not be permanently allocated to one officer unless there are demonstrable operational reasons for doing so. Central location helps to avoid a culture of perceived 'ownership' of particular vehicles, which can have negative impacts on utilisation efficiency.

The online UMS tool can assist agencies in the effective allocation and management of pooled vehicles. It captures vehicle use data to assist in fleet reporting and management. Agencies with multi-driver QFleet vehicles are encouraged to use the UMS tool. QFleet offers free access and instructions.

Utilisation of agency carpool vehicles

Vehicles that are part of an agency carpool can have their kilometres managed through day-to-day vehicle allocations. For example, agencies should assign low-odometer vehicles for higher-kilometre tasks. Low-kilometre and little-used vehicles in a carpool may be a strong indicator that the carpool contains too many vehicles.

QFleet Car Share

The QFleet Car Share service has eight car sharing locations across Brisbane's CBD. The service offers centralised vehicles for short-duration hire, which is billed on an hourly and distance travelled basis. The vehicles can also be booked for a full day or overnight. The vehicles are fully managed by QFleet; participation by agencies is voluntary.

The service uses fully automated systems for vehicle booking, key access and use recording. Telematics captures accurate and reliable data about time used and distance travelled. The fleet includes a mix of vehicles, including electric vehicles.

The service enables participating agencies to maintain a core fleet of optimally utilised leased vehicles, supplemented by car share when needed.

Glossary of terms

Agency	QFleet uses the term 'agency' to refer to government entities eligible to lease QFleet vehicles. As defined in Division 4 of the *Public Service Act 2008 (Queensland)*, a government entity is one of the following: a. a department or part of a department b. a public service office or part of a public service office c. an agency, authority, commission, corporation, instrumentality, office, or other entity established under an Act or under State authorisation for a public or State purpose d. part of an entity mentioned in paragraph (c) e. another entity, or part of another entity, declared under a regulation to be a government entity f. a registry or other administrative office of a court of the State of any jurisdiction.
Agency fleet	The mix of vehicles required to meet the business needs of the agency, including vehicles leased from QFleet and agency-owned vehicles.
Annualised kilometre usage	The calculated distance a vehicle is expected to travel in a 12-month period, based on its current utilisation rate (for example, a vehicle that has travelled 14,000 kilometres in seven months has an annualised kilometre usage of 24,000kms (14,000 ÷ 7 x 12).
Business use	The authorised use of a vehicle for official business purposes.
Chief Executive Officer (CEO)	As defined under Part 2, Division 1 of the *Public Service Act 2008 (Queensland).*
Department	As defined under Part 2, Division 1 of the *Public Service Act 2008 (Queensland).*
Electric vehicle (EV)	An electric vehicle is a vehicle with an electric motor, not a traditional internal combustion engine (ICE) vehicle.
Government (motor) vehicle	Any vehicle purchased or leased by the Queensland Government to pursue normal day-to-day government business.
Home garaging	Authorised garaging of government-owned vehicles at private residences, usually involving limited personal commuting privileges, as prescribed in the *Public Service Commission policy – Use of Government Owned Motor Vehicles and Parking of Private Vehicles on Official Premises.*
Lease (Agreement)	A contractual agreement between QFleet and the customer as described in *QFleet Terms and Conditions.*
Lease parameters/package	The distance (in kilometres) and the term (in months) specified in the lease agreement.
Personal use	The use of a government vehicle for non-business purposes. Personal use should be authorised at an appropriate level and conform with the *Public Service Commission policy – Use of Government Owned Motor Vehicles and Parking of Private Vehicles on Official Premises.*

Carpooling	Leased vehicles identified by an agency for multi-user allocation on a task-by-task basis.
QFleet Car Share	Non-leased QFleet vehicles available for short-term hire by participating agencies via a fully automated booking and key-access system. Hire fees based on hire time and distance travelled.
Utilisation Management System (UMS)	An online system offered by QFleet that helps agencies with booking, allocation and reporting of carpooled vehicles.
Value-for-money	A decision based partly on price, but also based on advancing the government's economic, environmental and social objectives for the long- term wellbeing of our community. Underpinning value-for-money is the need for probity as an integral component of procurement *(Queensland Procurement Policy 2023).*
Vehicle utilisation	A measure of the use of vehicles. Through the Standard, QFleet considers utilisation in three ways: 1. the distance a vehicle travels in a year (or annualised for any other period of utilisation management and reporting) 2. the use of a vehicle in comparison to its lease package 3. the actual time a vehicle is used for business purposes as a proportion of the time the vehicle is available for use. These measures influence vehicle deployment, allocation, redeployment and reallocation. They also inform decisions about future vehicle replacement and lease parameters.
Whole-of-fleet	Vehicles tied to QFleet fleet leasing arrangements.

Referenced resources

- ***QFleet Vehicle Emissions Reduction Strategy 2025-2030***
- ***Use of Government Owned Motor Vehicles and Parking of Private Vehicles on Official Premises***
  https://www.forgov.qld.gov.au/__data/assets/pdf_file/0031/188419/official-motor-vehicles-use-and-private-parking-policy_0.pdf
- ***Queensland Procurement Policy 2023***
  https://www.forgov.qld.gov.au/__data/assets/pdf_file/0021/367023/queensland-procurement-policy-2023.pdf
- ***Public Service Act 2008***
  https://www.legislation.qld.gov.au/view/html/inforce/2018-08-31/act-2008-038
- ***Work Health, Safety Act 2011***
  https://www.legislation.gov.au/C2011A00137/latest/text
- ***Heavy Vehicle National Law Act 2012 (Qld)***
  https://www.legislation.qld.gov.au/view/html/inforce/current/act-2012-021
- ***Chain of Responsibility (CoR) legislation***
  https://www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility
- ***Increasing the use of ethanol blended fuel in the Queensland Government vehicle fleet: Retail fuel purchases***
  https://www.epw.qld.gov.au/__data/assets/pdf_file/0016/15802/gov-e10-policy.pdf

For more information

qfleet@epw.qld.gov.au

(07) 3008 2633

GPO Box 293, Brisbane Qld 4001

www.qfleet.qld.gov.au

Queensland Government