

# Gippsland Lakes Community Health Case Study



June 2013

## 1 Introduction

Gippsland Lakes Community Health (GLCH) participated in a pilot of the Victorian FleetWise program.

The purpose of the pilot was twofold: to assist participating organisations improve the energy efficiency of their fleets, and to evaluate the usefulness of the FleetWise program.

## 2 About the organisation

GLCH is a high-profile health service provider in East Gippsland with a work force of 300 staff and 500 volunteers.

It provides services in the following areas: Aged Care, Clinical and Nursing, Community Health, Corporate Services, Family Youth and Children, Health Promotion and Koori Health.

## 3 Nature of the fleet

The GLCH fleet operates in regional Victoria, based in Lakes Entrance, Bairnsdale, Bruthen and Paynesville.

At 30 June 2012, the GLCH fleet included 54 vehicles, involving a mix of passenger and light commercial vehicles.

These vehicles produced approximately 246.6 tonnes of GHG emissions (CO<sub>2</sub>-e) at an average intensity of 208.6 of CO<sub>2</sub>-e per kilometre travelled.

## 4 Fleet improvement actions

Over the June 2012 – June 2013 period, GLCH:

- ensured vehicles were fit for purpose including downsizing individual vehicles by replacing 6-cylinder vehicles with 4-cylinder vehicles where possible

- continued to look at introducing diesel vehicles into their fleet where appropriate
- encouraged and raised awareness of car sharing for meetings – particularly between two sites (Lakes Entrance and Bairnsdale)
- educated drivers on the importance of appropriate use of fuel cards, and the difference between different octane levels.

In the next 12 months GLCH is planning on reducing the overall size of its fleet and downsizing individual vehicles where appropriate.

## 5 Results

A follow-up assessment of the emissions performance of the GLCH fleet was undertaken in June 2013.

At 30 June 2013, the GLCH fleet included 55 passenger and light commercial vehicles, nine of which were replaced in the assessment period.

The total annual distance travelled by the fleet increased by 28% on the fleet baseline year, resulting in a 20% increase in total fuel consumption and 26% growth in total GHG emissions (63 tonnes of CO<sub>2</sub>-e).

The assessment revealed that improvements implemented under the FleetWise program resulted in **a 2% improvement in GHG emissions intensity** (203.8 grams CO<sub>2</sub>-e per kilometre travelled), and a 0.22 improvement in the average air quality score.

*Note that as GLCH joined FleetWise after the pilot inception, their results are based on a shorter implementation period. As such it is expected that the full benefit of their improvements will be observable in the subsequent assessment period.*

## 6 Summary and learnings

The experience of GLCH in the FleetWise program gave rise to the following observations which are relevant for all FleetWise participants:

- CEO endorsement resulted in support for behavioural/cultural changes required when implementing improvement strategies.
- The promotion of car sharing between sites was a simple and effective strategy, with the majority of staff now sending emails out to car share prior to travelling.
- Communication across different divisions when selecting vehicles ensures staff co-operation and a mutual understanding of vehicle selection that is fit for purpose.
- Geographical and operational requirements should be taken into consideration when selecting vehicles and implementing policies. For example: safety considerations associated with wildlife on the road, suitable vehicles for country terrain, and fuel availability – GLCH found a limited to no provision of E10 in their areas.
- Ensure consideration is given to whole of vehicle costs when selecting vehicles. For example, GLCH found that while one of their diesel vehicles was fuel efficient, it incurred significant servicing costs due to an expensive filter system, thus impacting the overall savings of the vehicle.
- Growth in business operations led to increased mileage making it important to ensure efficiency is optimised to mitigate the potential increased emissions and fuel costs associated with increased travel.
- A good data set is key to accurate results. GLCH encountered some difficulties with fuel cards and fleet data not being captured or being incorrectly recorded (e.g. additional fuel being purchased with personal credit cards and not being recorded against the mileage) – as such, assumptions needed to be made in the assessment. Drivers have since been informed of the importance of properly using fuel cards and GLCH is looking to minimise the occurrence of uncaptured data.

'I found the whole exercise quite beneficial. I was worried about the additional work initially, but the findings speak for themselves. It really helps to look at your fleet on an annual basis'.

*Wayne Dahan, Fleet Manager, Gippsland Lakes Community Health*