



State of the UTK Fleet – November 2023

Nationwide, the fleet industry has encountered a myriad of persistent challenges. Notably, vehicle production limits, parts availability issues, lack of nationwide technicians, microchip shortages, and major changes in vehicle product offerings. Transportation deficiencies, including train car unavailability and truck driver shortages, have neutralized speedy deliveries. Manufacturers have initiated new purchasing processes to include order caps. Last minute cancellations or order postponements are becoming more routine. Every fleet entity is experiencing these recurring issues. Yet, we continue to find ways to keep UT on the move.



We've completed our order for model year 2024, and we're prepping for vehicle deliveries in the late Spring. Our MY23 replacement vehicles are still arriving, yet our short-term rental business is booming! We're experiencing a rental demand that we haven't seen in five years. We continue to have success with our 24/7 accessible key box kiosk; allowing for higher utilization and lower overall rates for our daily rental fleet. The FY24 leasing rate fell to its lowest amount ever. Several forward-thinking departments are starting to proactively replace their fleet vehicles due to maintenance cost increases and lengthy vehicle replacement timelines. We look forward to continuing to hear from you regarding what services and products best help you achieve success. Let's work together to proactively plan for your transportation needs.



Pro Tips:

Tip 1 – Roadside assistance and remote service process – WEX is out. Holman is in.

Any roadside assistance or service needs (tire, lockout, tow, oil change, etc.) can be handled by Holman when outside of Knoxville. The contact information is available on our website and should be stored in the vehicle glove box. Holman can work with drivers to locate a vendor, setup the service, and cover the initial costs. The WEX roadside option is no longer to be used.



[Holman roadside document](#)

Tip 2 – Vehicle ordering reality – speak now or hold your peace until next year.

Vehicles are procured, predominantly, through the TN statewide contract vendors at state-negotiated pricing. However, these order windows can be very short. If you miss the order window, you may end up paying higher retail prices for the same vehicle. Additionally, vehicle acquisition is a painfully slow process. Expect 8-12 months between the time of order and vehicle delivery. Prior planning is key!



Tip 3 – Hiring personnel? Let your support departments know!

If you know of hiring taking place in your department which will require dedicated transportation, let Fleet Management know as soon as possible. This will better afford an opportunity to line up transportation for the new employee prior to their first day.

