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2013 FENDERBENDER HOW I WORK SURVEY

TABLE 015
REPAIR INVOLVEMENT

15. How often do you work hands-on repairing vehicles?

HOW THEY WORK	TOTAL	POSITION				ORGANIZATION				GEOGRAPHIC DISTRIBUTION				SIZE / SQUARE FOOTAGE				NUMBER OF EMPLOYEES				REVENUES				PERCENTAGE OF DRP's									
		Partner, President, VP or other company official	Manager, Director, Administrator, Superintendent	Shop Foreman, Shop Supervisor	Other	Independent, single location	Multi-shop operation (MISO)	Dealer-owned shop	Franchise	Midwest	Northeast	South	West	Under 5,000	5,000 - 9,000	10,000 - 14,999	15,000 - 19,999	20,000 or larger	1 - 2	3 - 4	5 - 6	7 - 8	9 - 10	11 or more	Less than \$500,000	\$500,000 - \$999,999	\$1,000,000 - \$1,499,999	\$1,500,000 - \$2,499,999	\$2,500,000 - \$3,999,999	\$4,000,000 or larger	0%	1 - 29%	30 - 59%	60 - 89%	90% or more
Tabulated responses	381	263	93	9	16	274	50	47	10	142	87	75	77	65	121	98	48	49	36	72	56	46	41	130	39	62	48	37	116	79	116	65	87	99	14
Never	102	67	33	1	1	52	27	16	7	37	28	18	19	6	22	32	18	24	0	2	8	12	19	61	0	4	4	8	42	44	13	14	31	40	4
	27%	25%	35%	11%	6%	19%	54%	34%	70%	26%	32%	24%	25%	9%	18%	33%	38%	49%	0%	3%	14%	26%	46%	47%	0%	6%	8%	22%	36%	56%	11%	22%	36%	40%	29%
Occasionally	165	107	51	2	5	118	19	26	2	59	35	32	39	14	56	48	25	22	3	23	34	27	18	60	5	19	27	19	64	31	37	35	38	48	7
	43%	41%	55%	22%	31%	43%	38%	55%	20%	42%	40%	43%	51%	22%	46%	49%	52%	45%	8%	32%	61%	59%	44%	46%	13%	31%	56%	51%	55%	39%	32%	54%	44%	48%	50%
Every day	114	89	9	6	10	104	4	5	1	46	24	25	19	45	43	18	5	3	33	47	14	7	4	9	34	39	17	10	10	4	66	16	18	11	3
	30%	34%	10%	67%	63%	38%	8%	11%	10%	32%	28%	33%	25%	69%	36%	18%	10%	6%	92%	65%	25%	15%	10%	7%	87%	63%	35%	27%	9%	5%	57%	25%	21%	11%	21%