

HD REPAIR INDUSTRY

2022 INDUSTRY SURVEY RESULTS



- Over 20 Years Experience
- Automotive
- Auto Physical Damage
- Contact Center



John Webb
TenPoint Complete
jwebb@tenpointcomplete.com



Heavy Duty Forum Survey

Dear Heavy-duty industrial professional, Johnemail.

The HD Repair Forum has chosen TenPoint Complete (an industry leading market research and survey company) to deliver this survey and collect the results. The individual responses are "confidential" and the data shared with the industry will be combined in "aggregate".

The HD Repair Forum will share the results with the industry as they become available. Thank you for your support of the HD Repair Forum.

[Start Survey](#)

What types of vehicles do you repair?
(check all that apply)

Class 6 trucks

Class 7 trucks

Class 8 trucks

Class 4 & 5 trucks

Buses

Emergency vehicles

RV's

Public Works Vehicles

Cars/light trucks

Other

Choose as many options as you'd like.

Business Operations

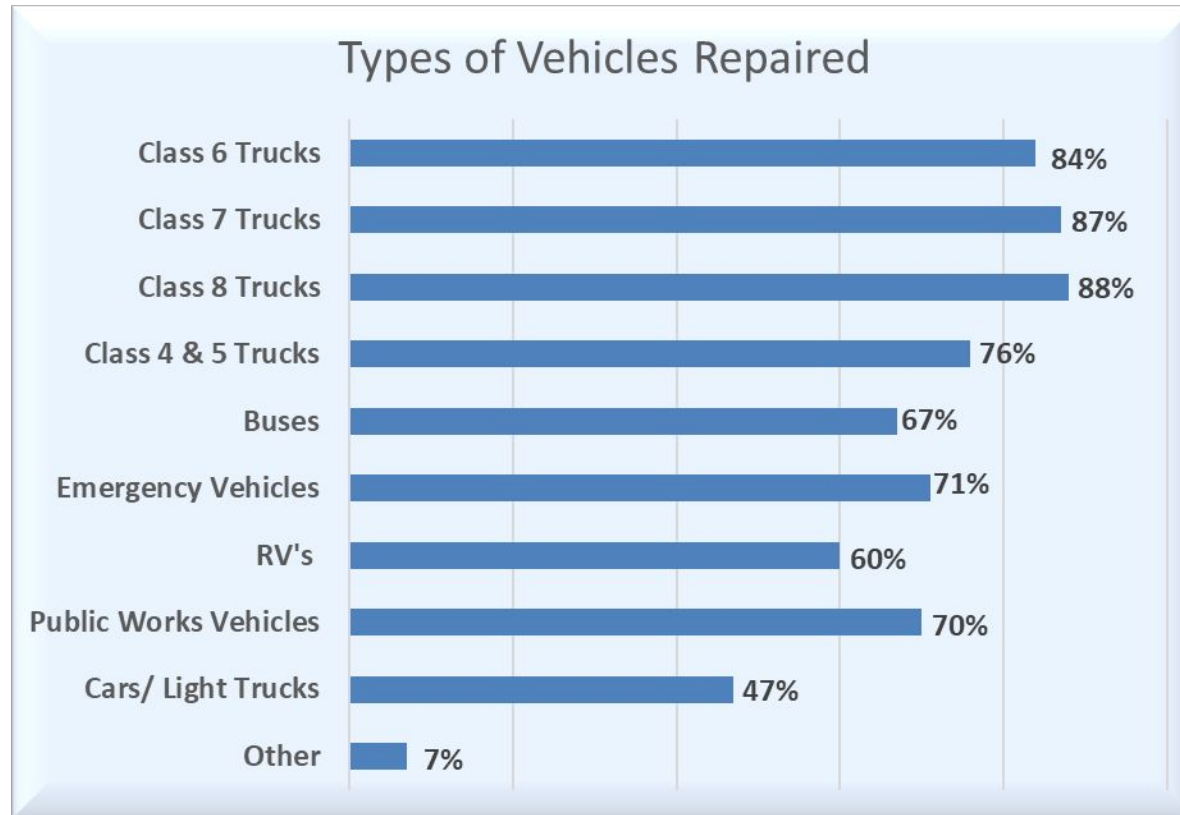
- Question 1 Vehicle Repair Type
- Question 2 Additional Services
- Question 5 Pre/Post Repair Scans**
- Question 6 Estimating System
- Question 7 Health Insurance
- Question 8 401K
- Question 12 Insurance Relationships
- Question 13 CSI Measurement
- Question 14 Shops Within 30 Miles
- Question 23 Work Channels

Team Members

- Question 3 Front Office Staff
- Question 4 Technicians
- Question 4a Technician Age
- Question 9 Vocational School
- Question 10 I-CAR Training
- Question 11 Certified Welders

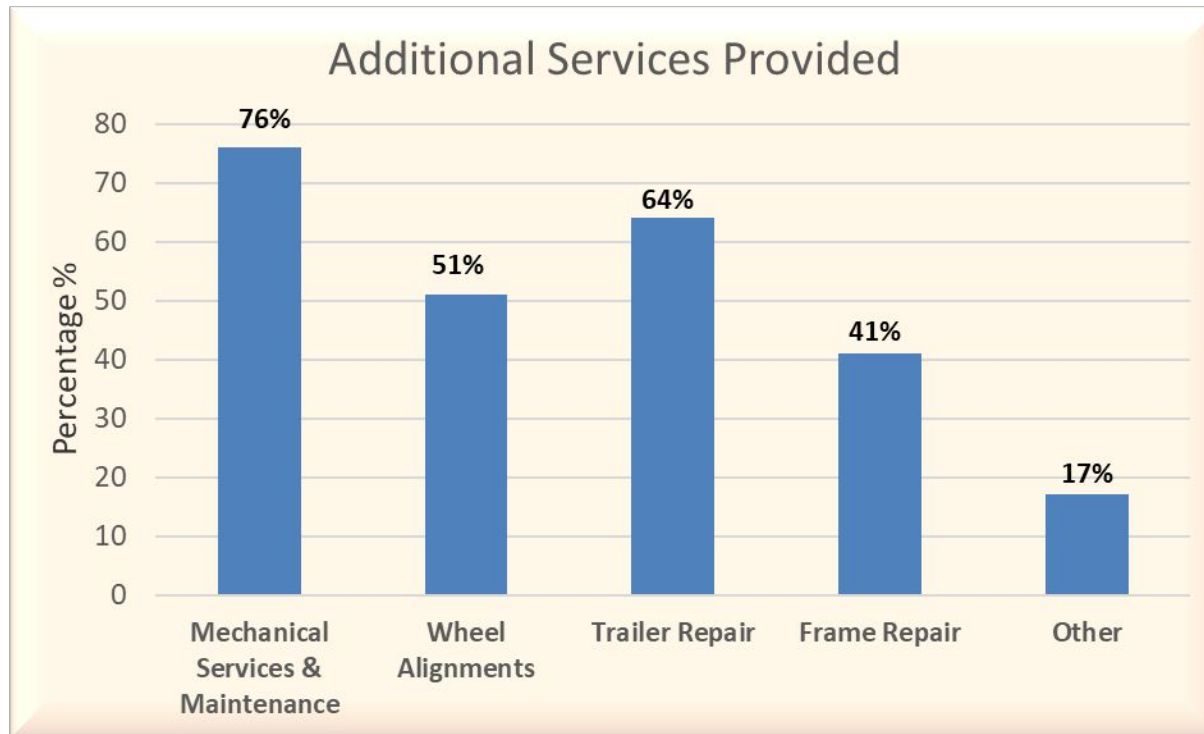
Owners and Managers

- Question 19 Number of Locations
- Question 15 Your Age
- Question 16 Succession Plan
- Question 17 5-Year Plan
- Question 18 Trade Shows and Conferences
- Question 20 Production Bays**
- Question 21 Future Business Expectation
- Question 22 Estimated Equipment Spending**



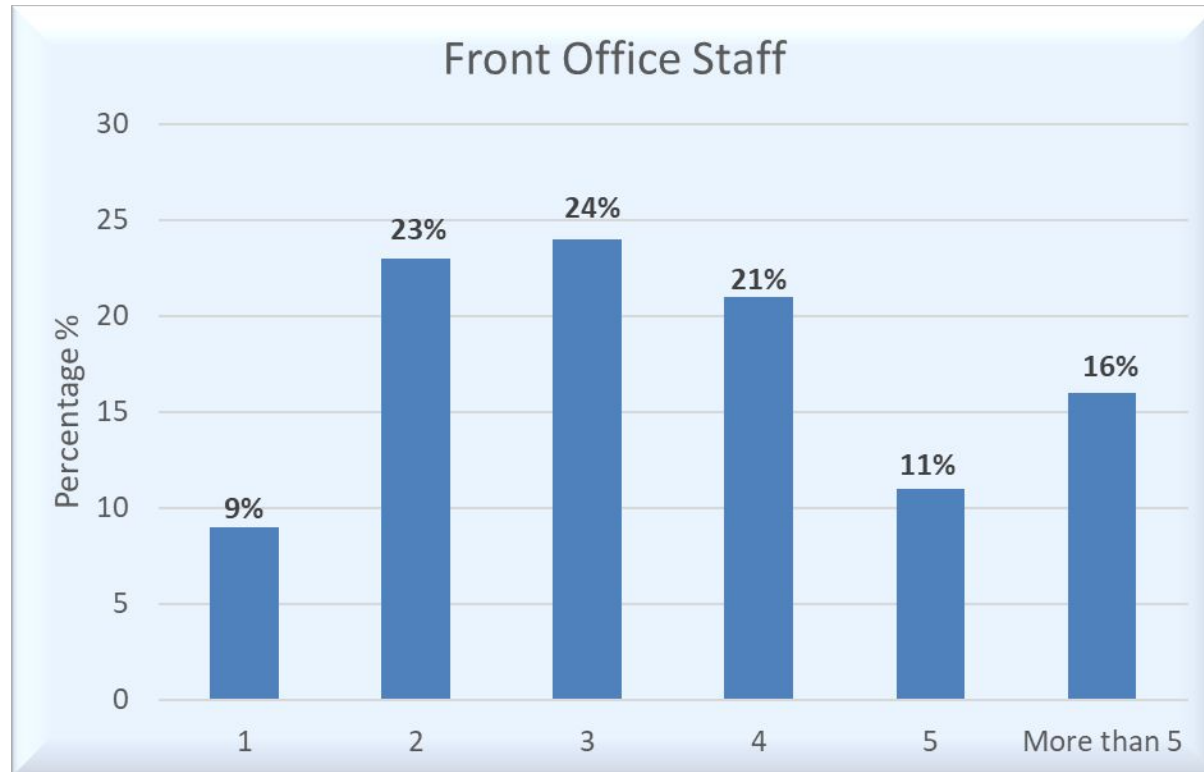
Question 1:

What types of vehicles do you repair? (check all that apply)



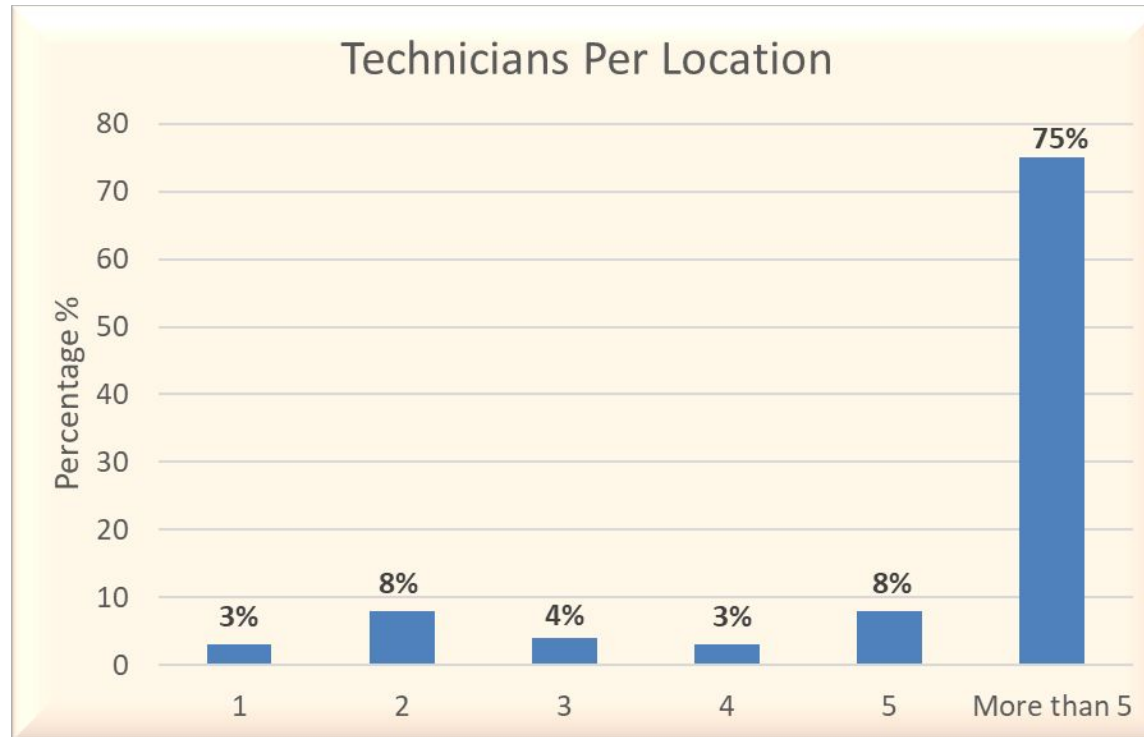
Question 2:

In addition to collision repair, we also offer the following services at my shop(s):
(Mechanical services & maintenance, frame repair, wheel alignments and/or trailer repair)



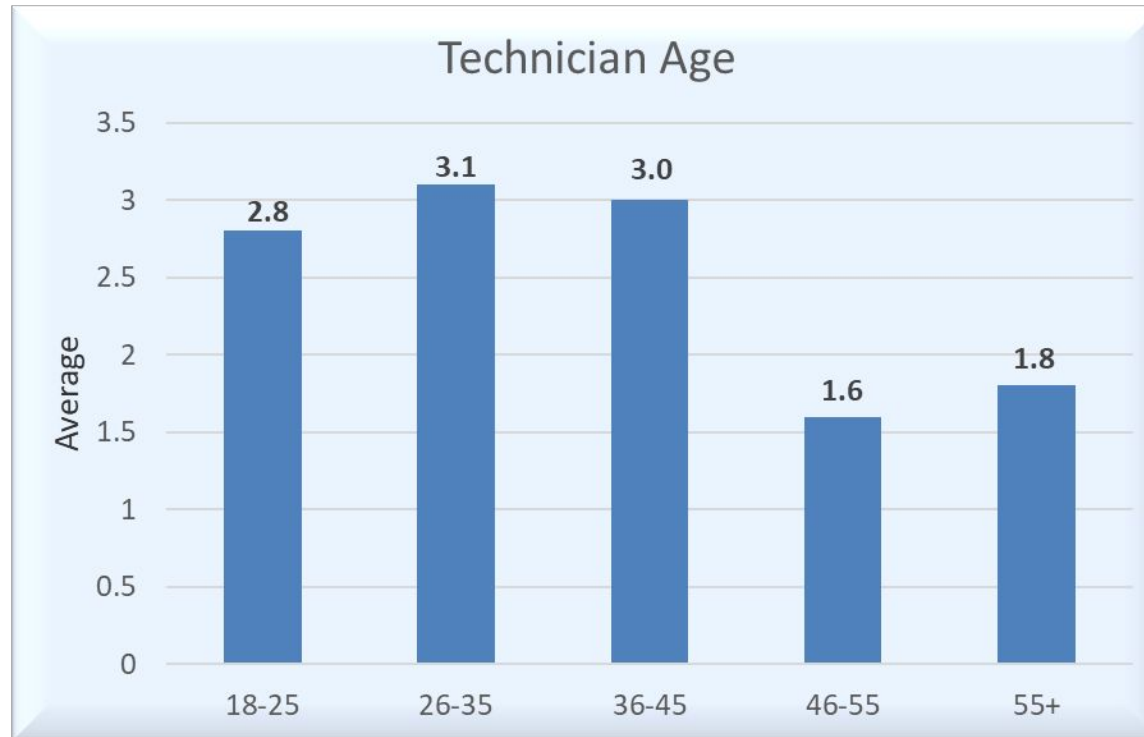
Question 3:

How many front office staff do you have, including yourself, at each location? (1, 2, 3, 4, 5, or more than 5)



Question 4:

How many technicians do you have at each location?
(1, 2, 3, 4, 5, or more than 5)

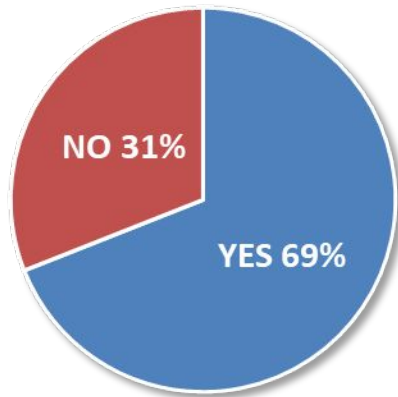


Question 4a:

How many technicians fit each age group?
(18-25, 26-35, 36-45, 46-55, 55+)

Question 5:

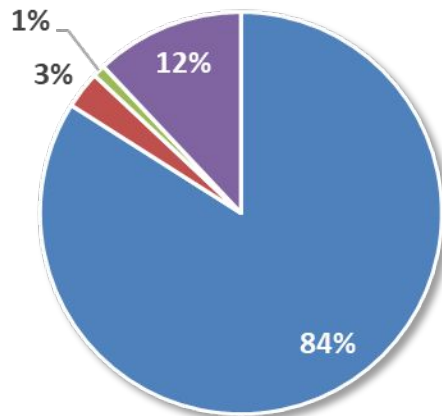
Repair Scans



Do you perform pre or post repair scans on the vehicles you repair? (yes or no)

If "yes", how are those scans performed?

Repair Scan System

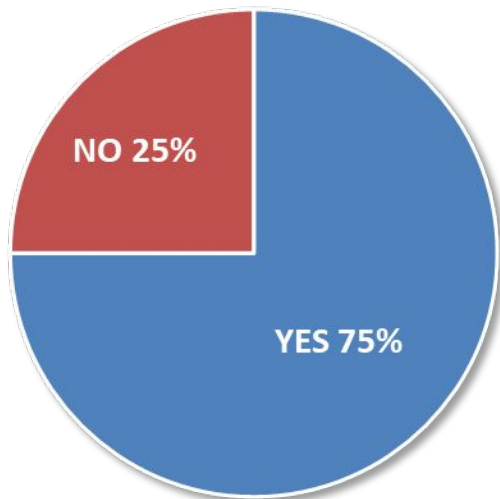


- In house with a dedicated technician
- In house with a 3rd party sublet
- We send vehicle to dealer
- A combination of a, b, and c

Question 6:

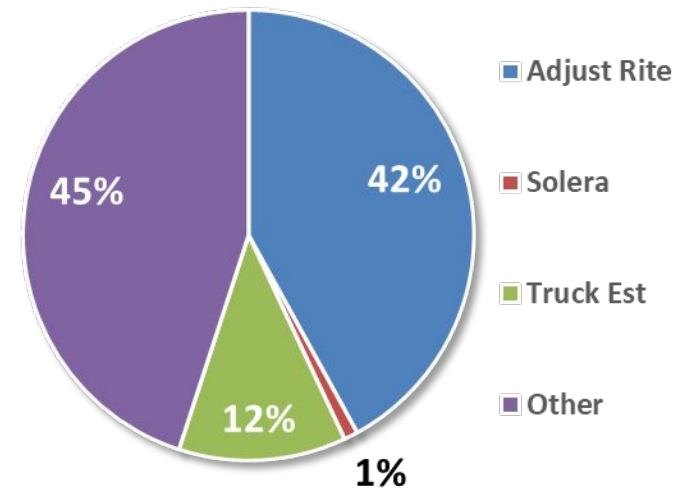
Do you have an electronic estimating system?
(Yes or no)

Electronic Estimating System

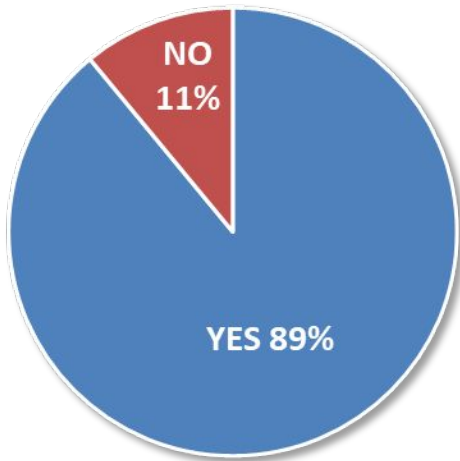


If "yes", which one do you use?

Which System?



Health Insurance

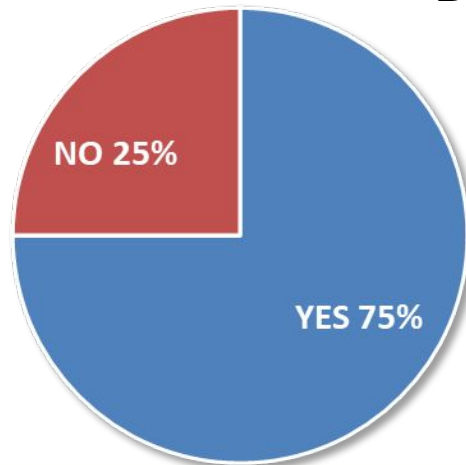


Question 7:

Do you offer health insurance to your employees?

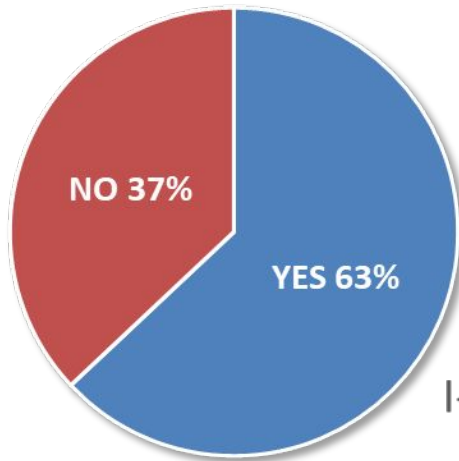
Question 8:

401K



Do you offer a 401K program to your employees?

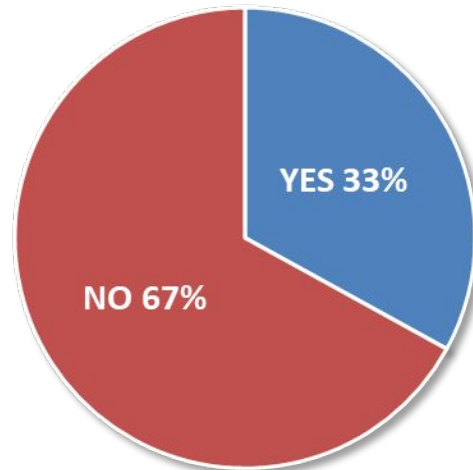
Vocational School Relationship



Question 9:

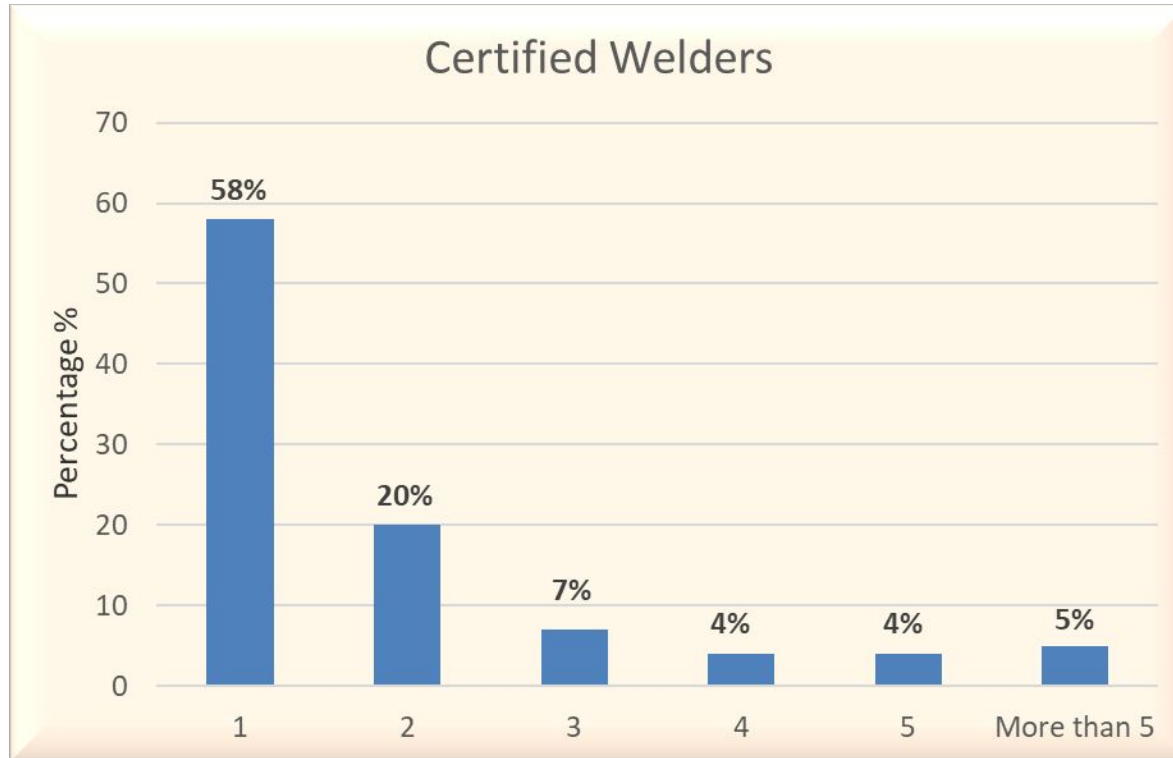
Do you have a relationship with a local vocational school or similar, to promote the industry and as a recruitment technique?
(Yes or no)

I-CAR Training



Question 10:

Have you or any of your employees taken I-CAR training classes?
(Yes or no)



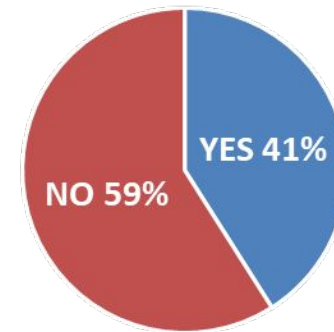
Question 11:

How many certified welders do you have on staff?
(1, 2, 3, 4, 5, or more than 5)

Question 12:

Do you have a direct works and/or contractual relationship with insurance carriers?
(Yes or no)

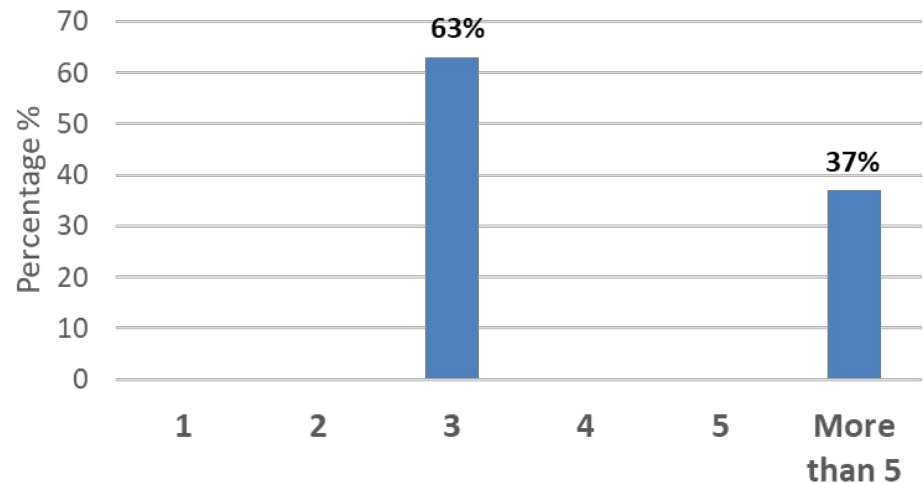
Insurance Relationship

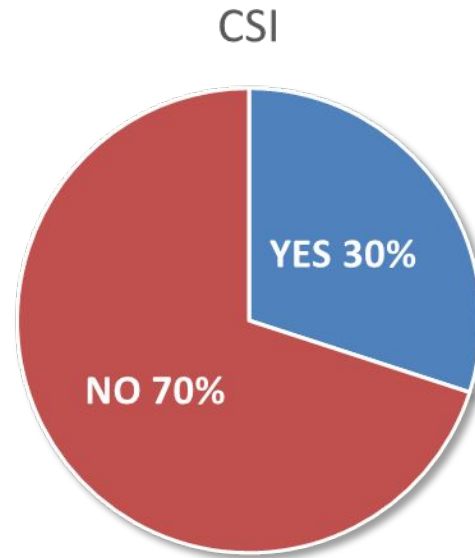


Question 12a:

If “yes” how many?
(1, 2, 3, 4, 5, or more than 5)

Number of Insurance Carriers





Question 13:

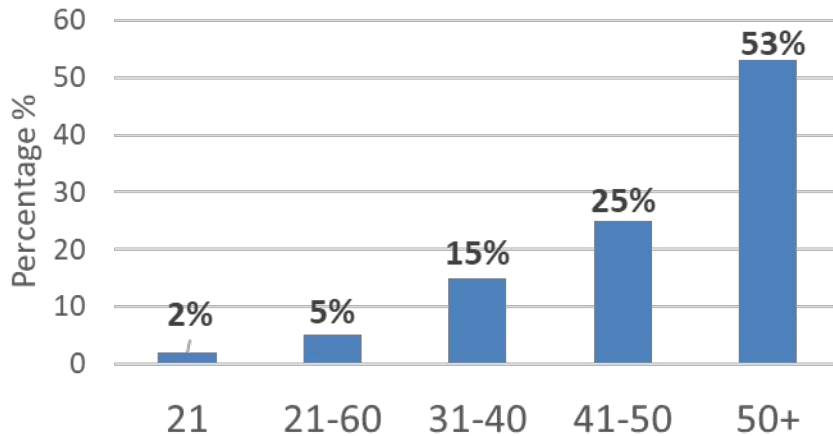
Do you use a service for CSI?
(Yes or no)



Question 14:

How many heavy-duty collision repair shops are within 30 miles of your shop?
(1-5, 6-10, or Don't Know)

Current Age



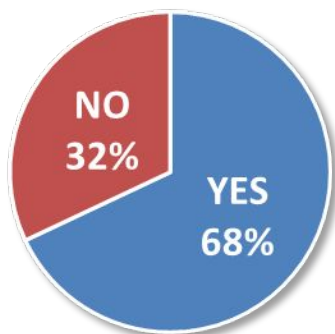
Question 15:

What is your current age?
(Under 21, 21-30, 31-40, 41-50, 50+)

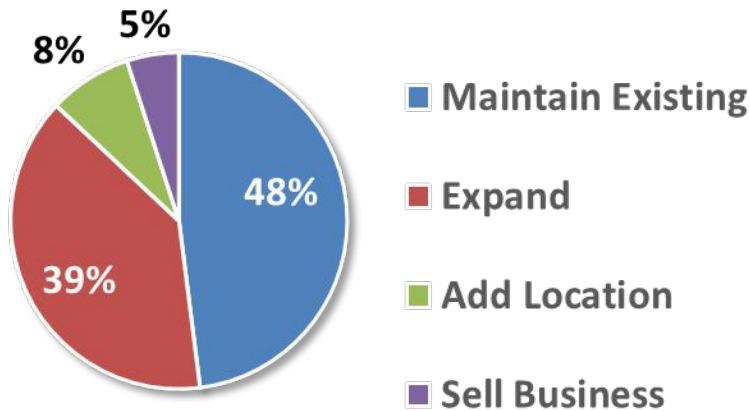
Question 16:

Do you have a succession
plan for your shop?
(Yes or no)

Succession Plan



5 Year Plan

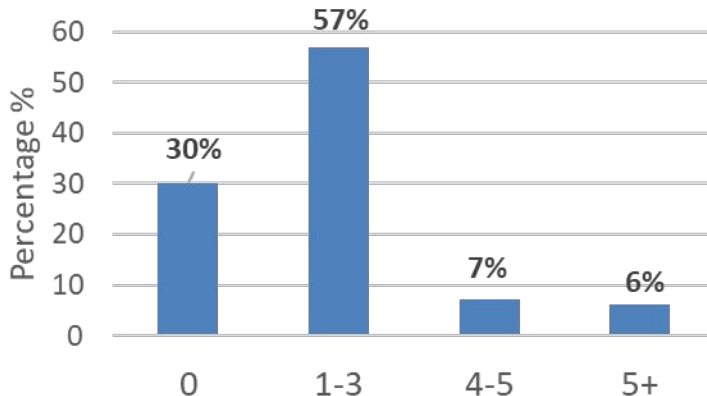


Question 17:

In the next 5 years, I plan to:

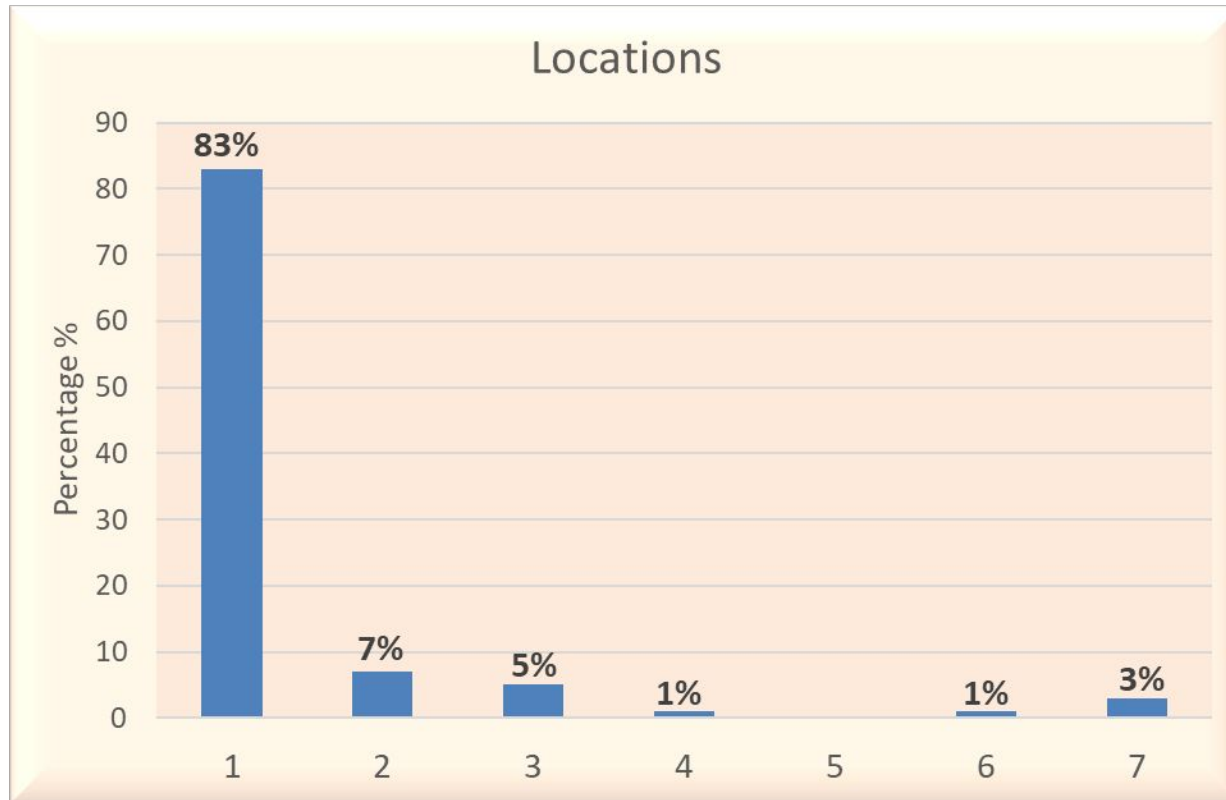
- A. Maintain existing location
- B. Expand current location
- C. Add a location(s)
- D. Sell my business

Trade Shows



Question 18:

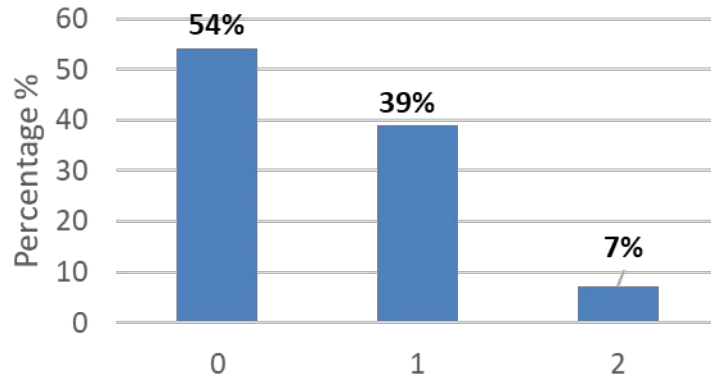
How many trade shows/conferences/event do you attend each year?
(0, 1-3, 4-5, or 5+)



Question 19:

How many locations do you own or manage?

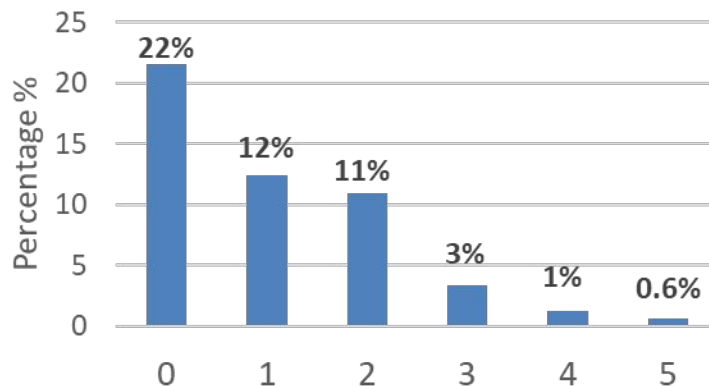
Frame Machines



Question 19a:

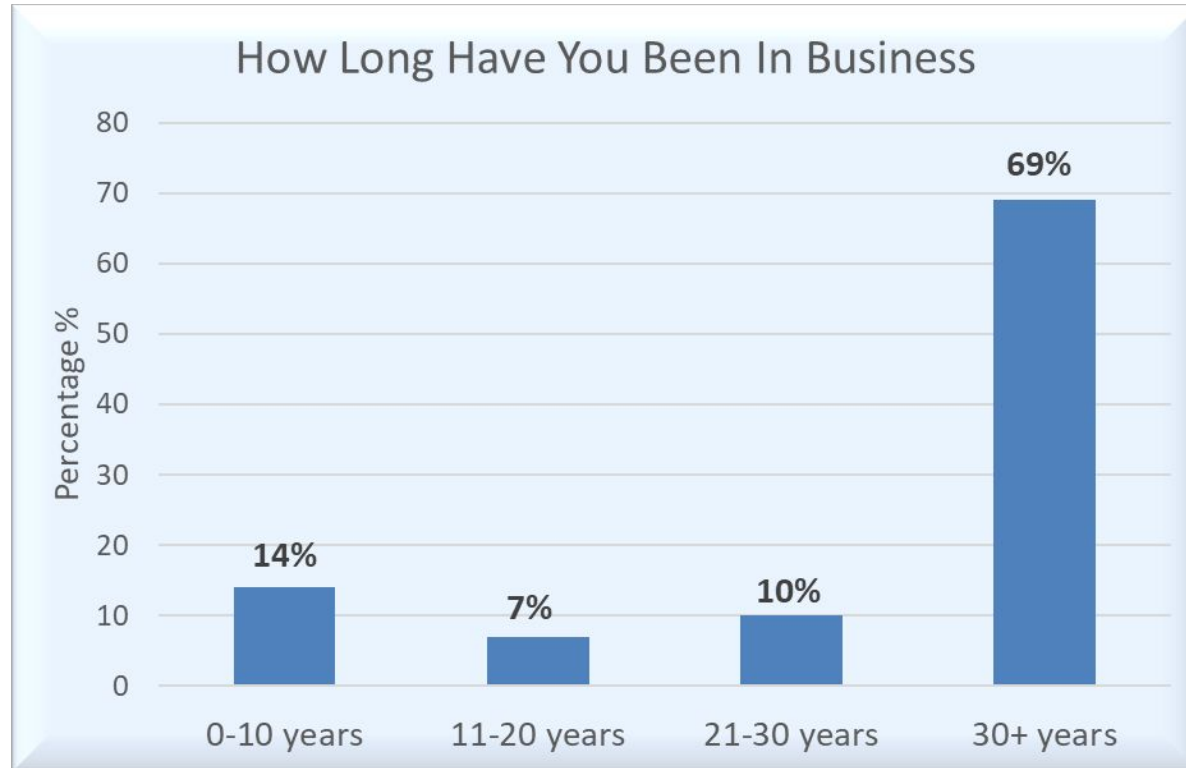
How many frame machines do you have?

Spray Booths



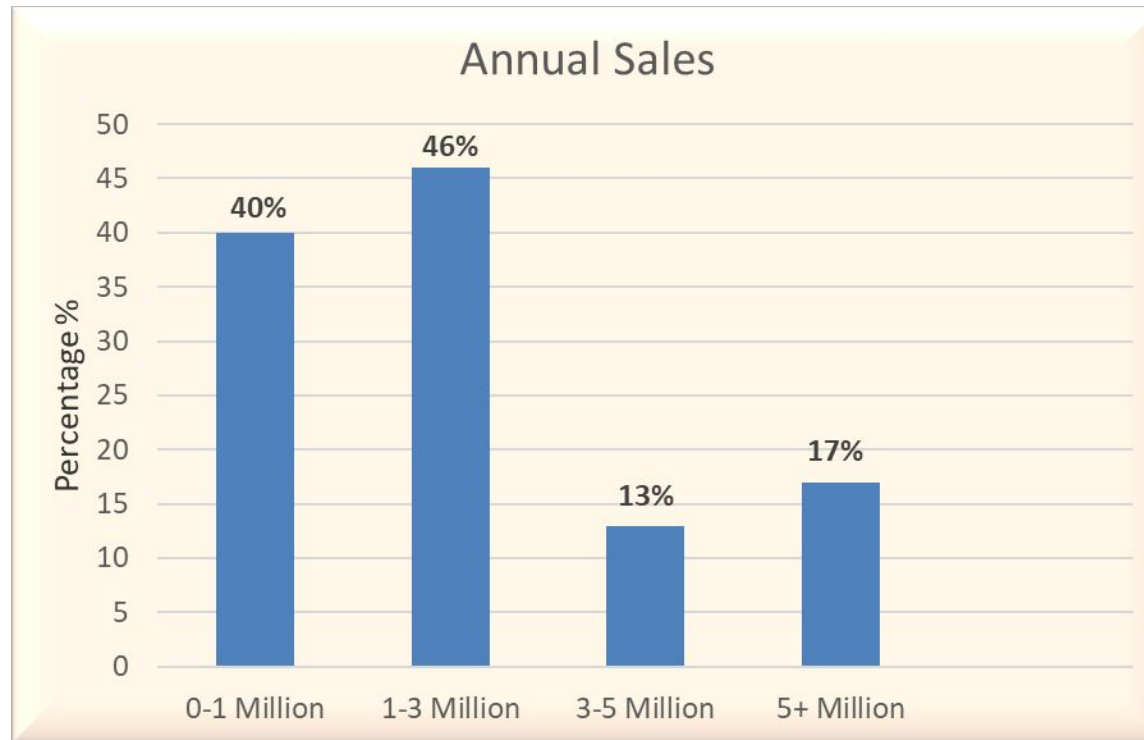
Question 19b:

How many spray booths do you have?



Question 19c:

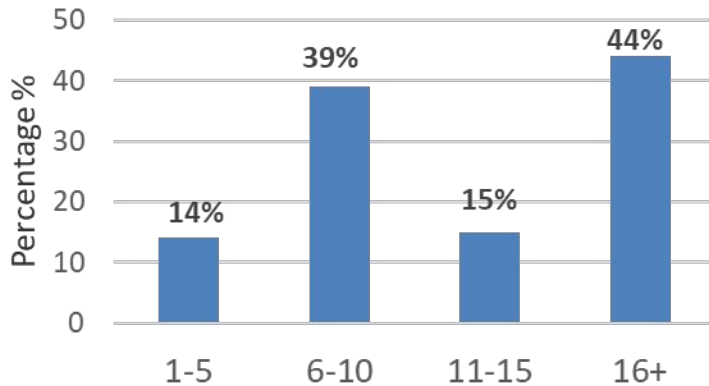
How long have you been in business?
(0-10 years, 11-20 years, 21-30 years, or 30+ years)



Question 19d:

What are your annual sales?
(0-1 million, 1-3 million, 3-5 million, or 5+ million)

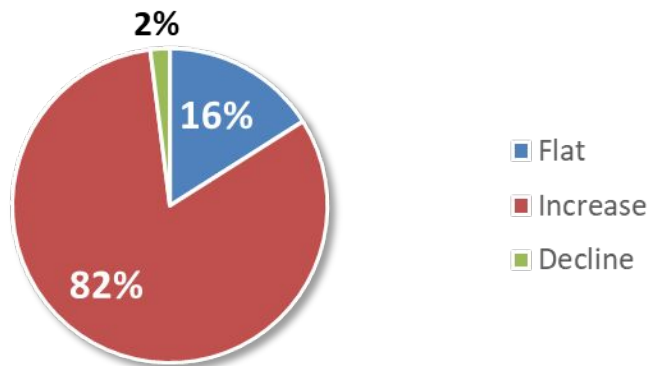
Production Bays



Question 20:

How many production bays do you have?
If you are a multi-shop operator, provide an average number

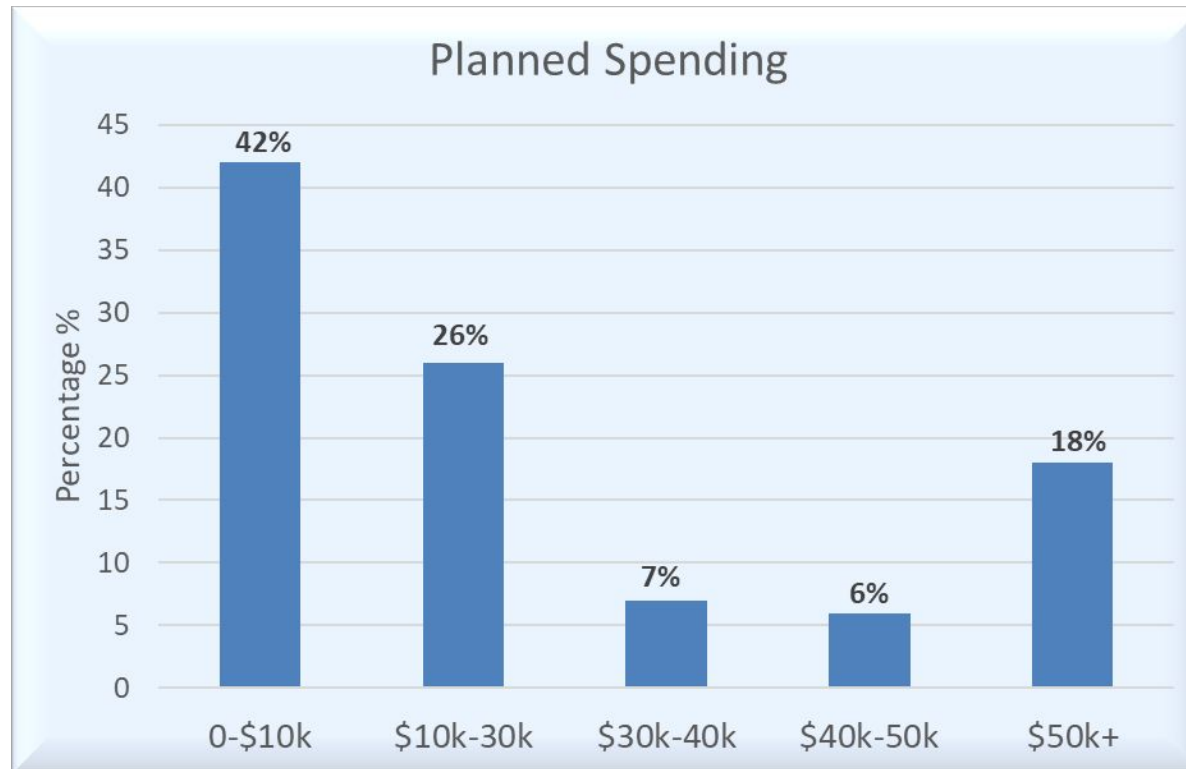
Expected Business Next Year



Question 21:

I expect next year, 2022, to be:

- A.Flat
- B.Expect Business to Increase
- C.Expect Business to Decrease



Question 22:

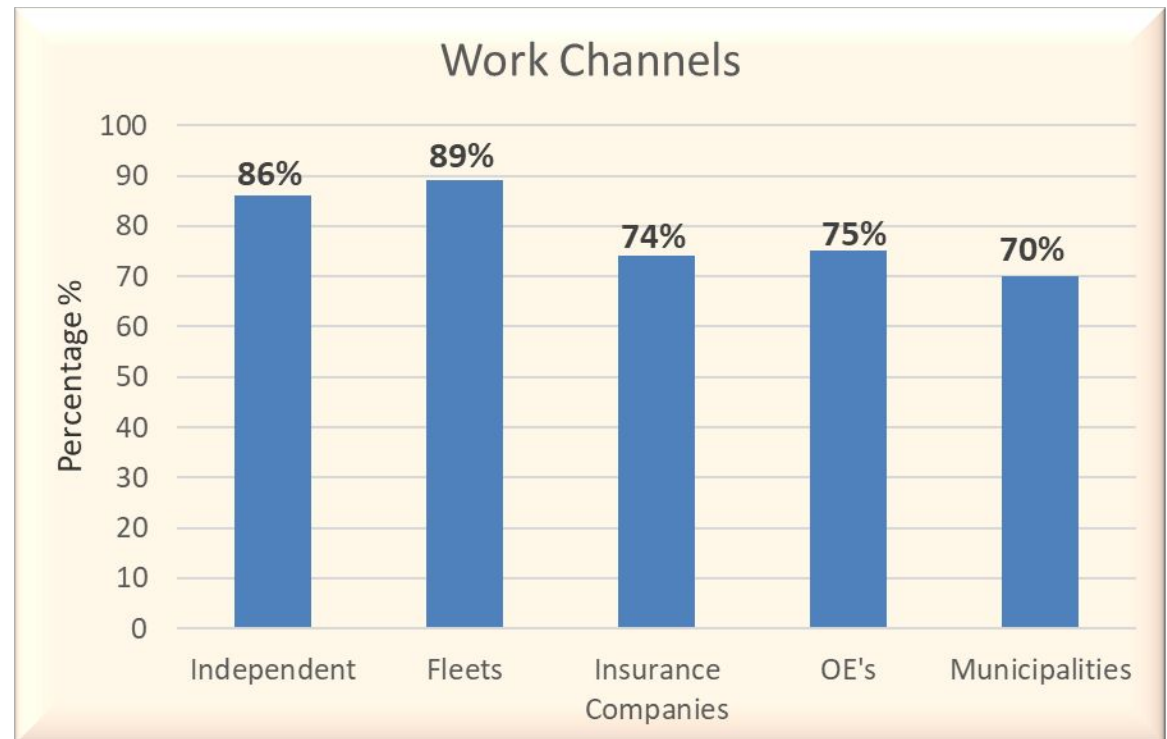
How much money do you plan to spend on tooling and equipment in the next 12 months?

(\$0-10,000, \$10,001-30,000, \$30,001-40,000, \$40,001-50,000, or more than \$50,000)

Question 23:

I get work from the following channels (select all that apply):

- A. Independent owner/ operator
- B. Fleets
- C. Insurance companies
- D. OE's
- E. Municipalities



Thank You

Special Thank You to all who participated in the survey!

Survey Results will be made available to the industry by the HD Repair Forum!

Contact information

John Webb
jwebb@tenpointcomplete.com



Jennie Lenk
jenniel@hdrepaiforum.com

