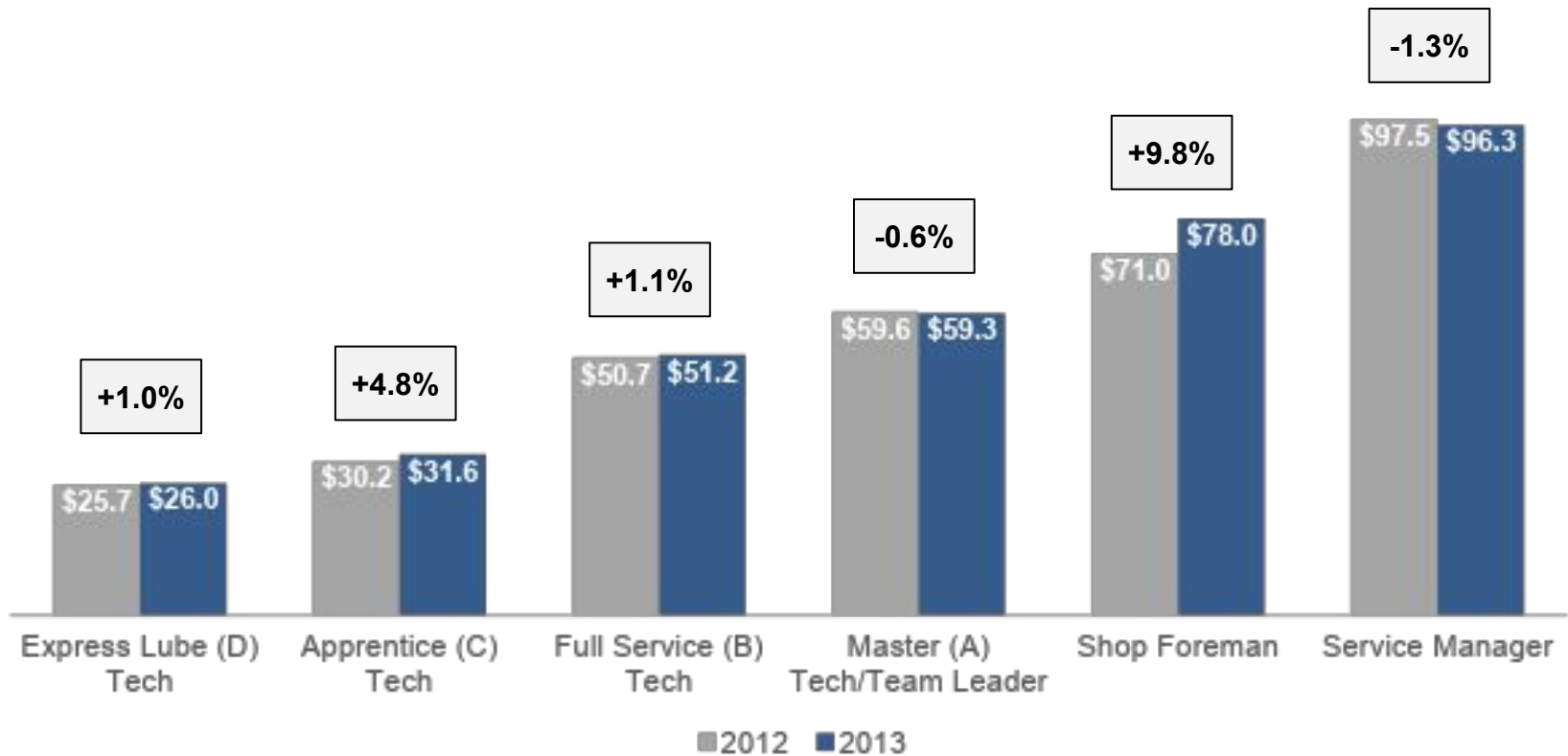


Service Technician Career Path

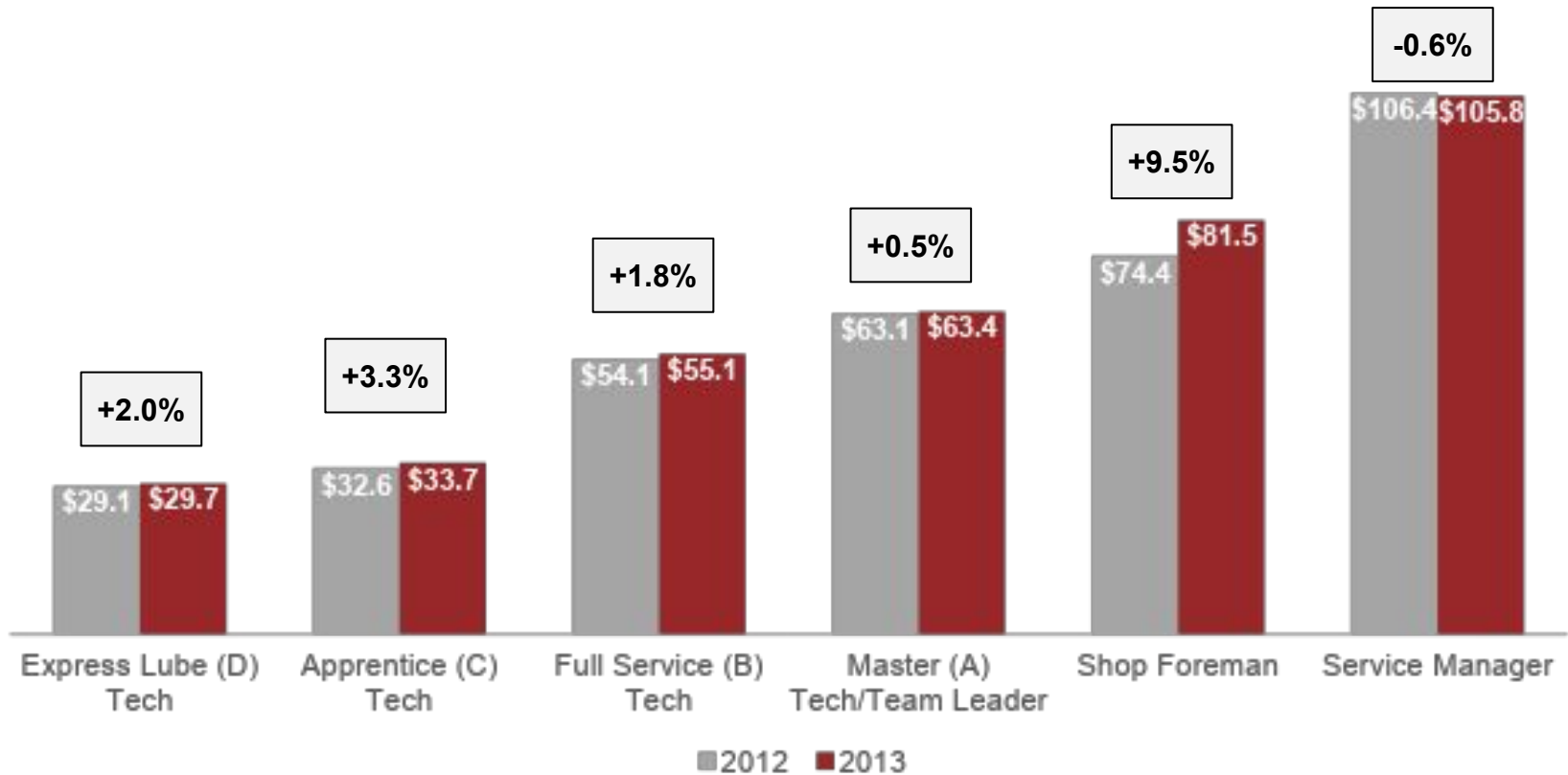
Median Income by Position

(in thousands)



Service Technician Career Path

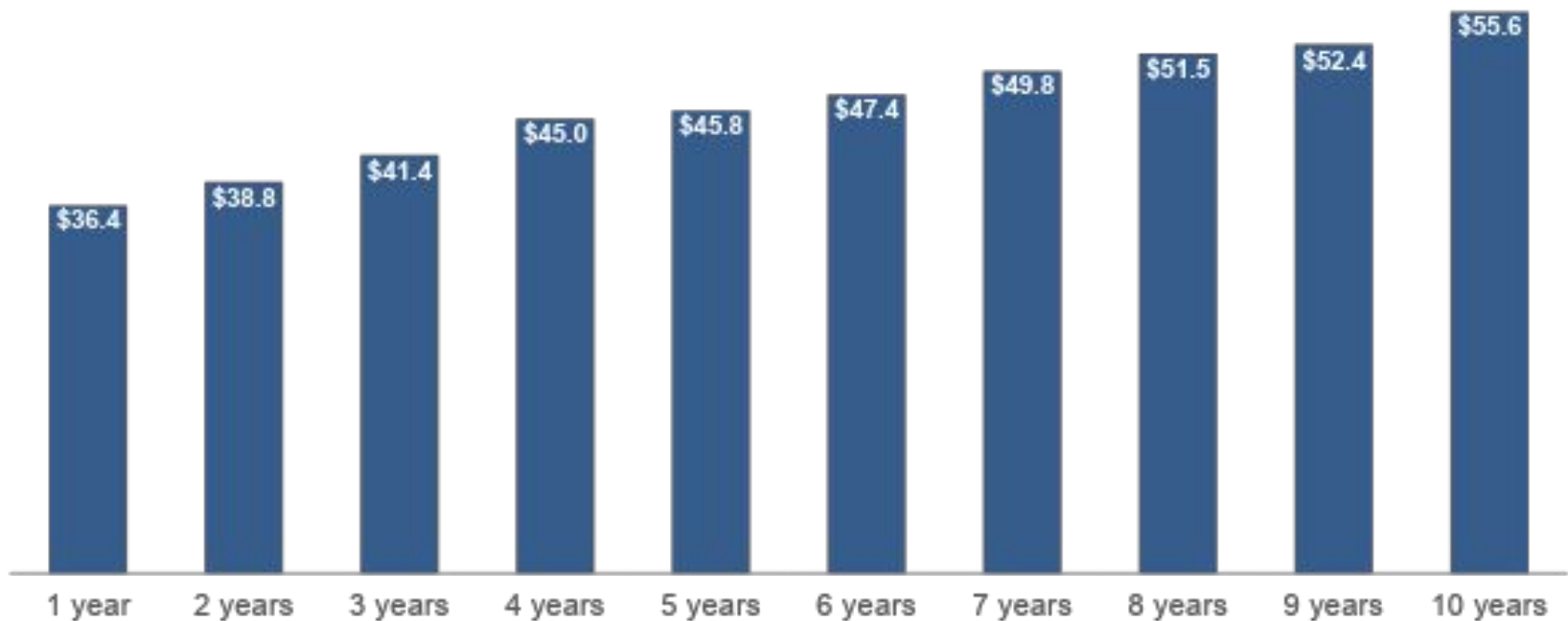
Average Income by Position (in thousands)



Full Service (B) Technician Income Growth

Median Income by Tenure

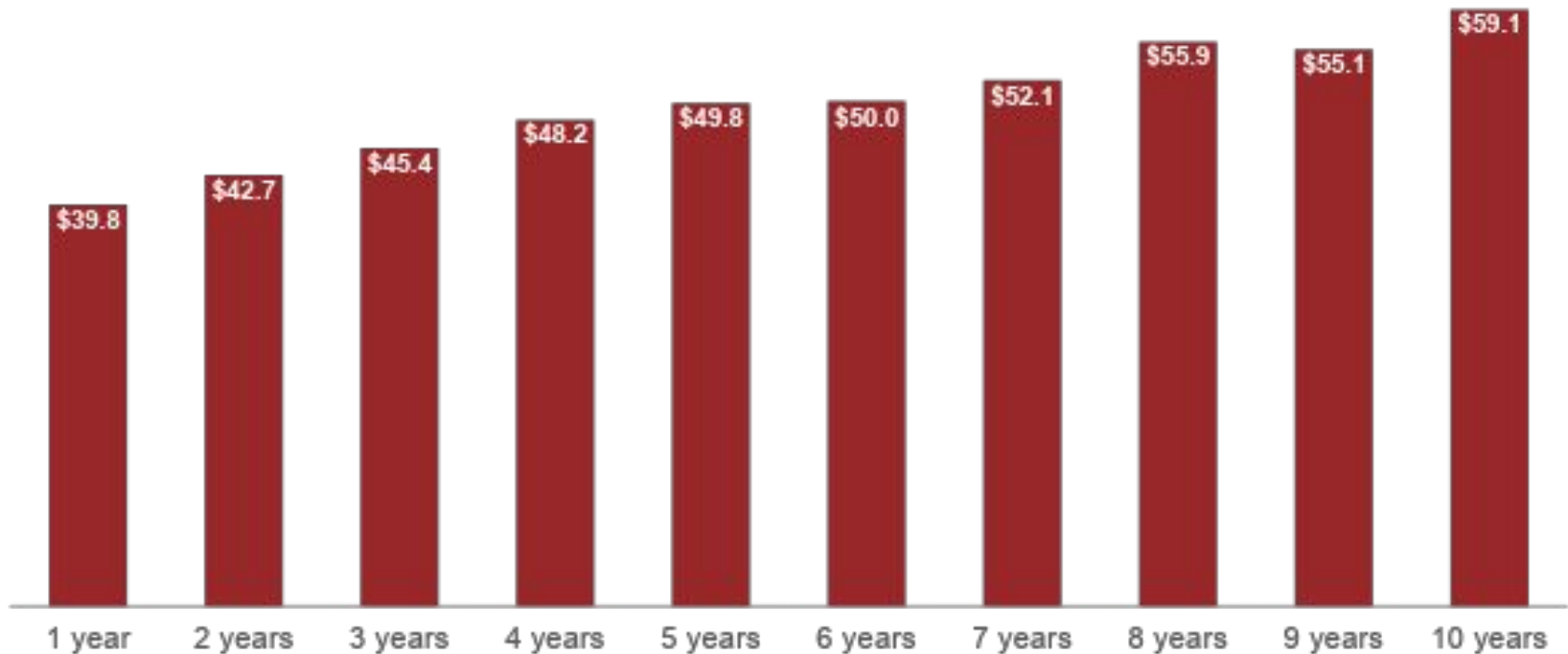
(in thousands)



Full Service (B) Technician Income Growth

Average Income by Tenure

(in thousands)



Service Technician Median Income by Region

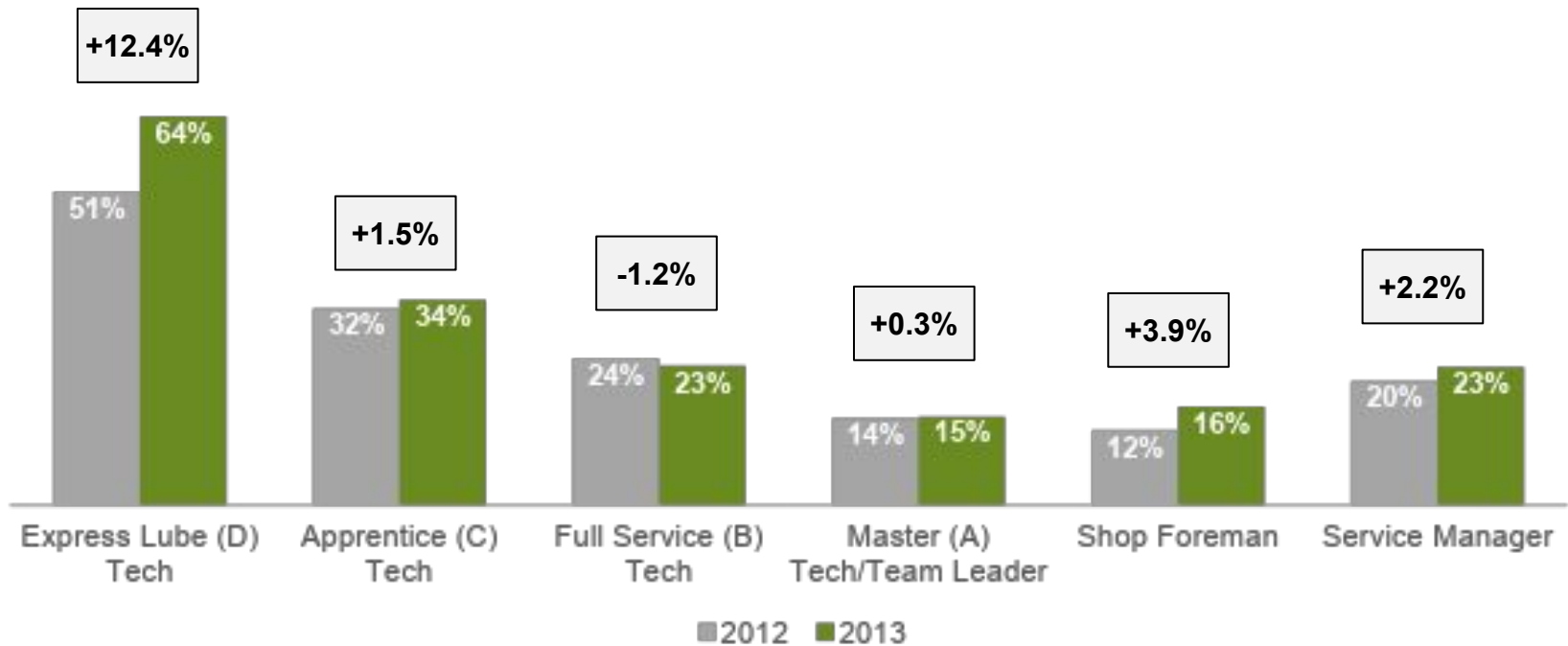
Region	Express Lube (D) Tech	Apprentice (C) Tech	Full Service (B) Tech	Master (A) Tech/Team Leader	Shop Foreman	Service Manager
All USA	\$25,996	\$31,629	\$51,205	\$59,291	\$78,000	\$96,283
New England	\$27,107	\$31,897	\$49,820	\$58,917	\$77,538	\$95,070
Mid Atlantic	\$27,872	\$39,431	\$51,242	\$61,654	\$72,877	\$86,263
East North Central	\$23,279	\$31,036	\$51,248	\$55,001	\$61,115	\$77,845
West North Central	\$26,887	\$31,982	\$51,882	\$55,300	\$65,840	\$75,065
South Atlantic	\$24,259	\$26,675	\$48,039	\$59,289	\$80,100	\$104,885
East South Central	\$27,161	\$23,488	\$48,840	\$49,815	\$74,901	\$93,855
West South Central	\$27,210	\$35,835	\$48,531	\$63,261	\$88,174	\$113,136
Mountain	\$24,767	\$27,005	\$50,694	\$58,456	\$80,507	\$106,833
Pacific	\$28,289	\$31,144	\$57,565	\$62,336	\$84,474	\$104,633

Service Technician Average Income by Region

Region	Express Lube (D) Tech	Apprentice (C) Tech	Full Service (B) Tech	Master (A) Tech/Team Leader	Shop Foreman	Service Manager
All USA	\$29,692	\$33,730	\$55,064	\$63,403	\$81,462	\$105,776
New England	\$29,668	\$30,561	\$54,075	\$62,713	\$83,245	\$108,528
Mid Atlantic	\$31,071	\$39,659	\$54,327	\$65,013	\$81,094	\$97,174
East North Central	\$25,129	\$33,813	\$53,758	\$57,007	\$66,764	\$86,945
West North Central	\$28,002	\$30,517	\$54,217	\$57,550	\$72,257	\$85,852
South Atlantic	\$27,819	\$30,510	\$51,933	\$62,820	\$82,580	\$112,172
East South Central	\$29,108	\$22,948	\$51,753	\$56,373	\$74,999	\$104,284
West South Central	\$29,002	\$36,985	\$53,258	\$65,529	\$86,268	\$120,145
Mountain	\$26,170	\$30,078	\$54,470	\$63,372	\$79,571	\$110,166
Pacific	\$36,051	\$32,820	\$61,812	\$67,733	\$86,218	\$110,686

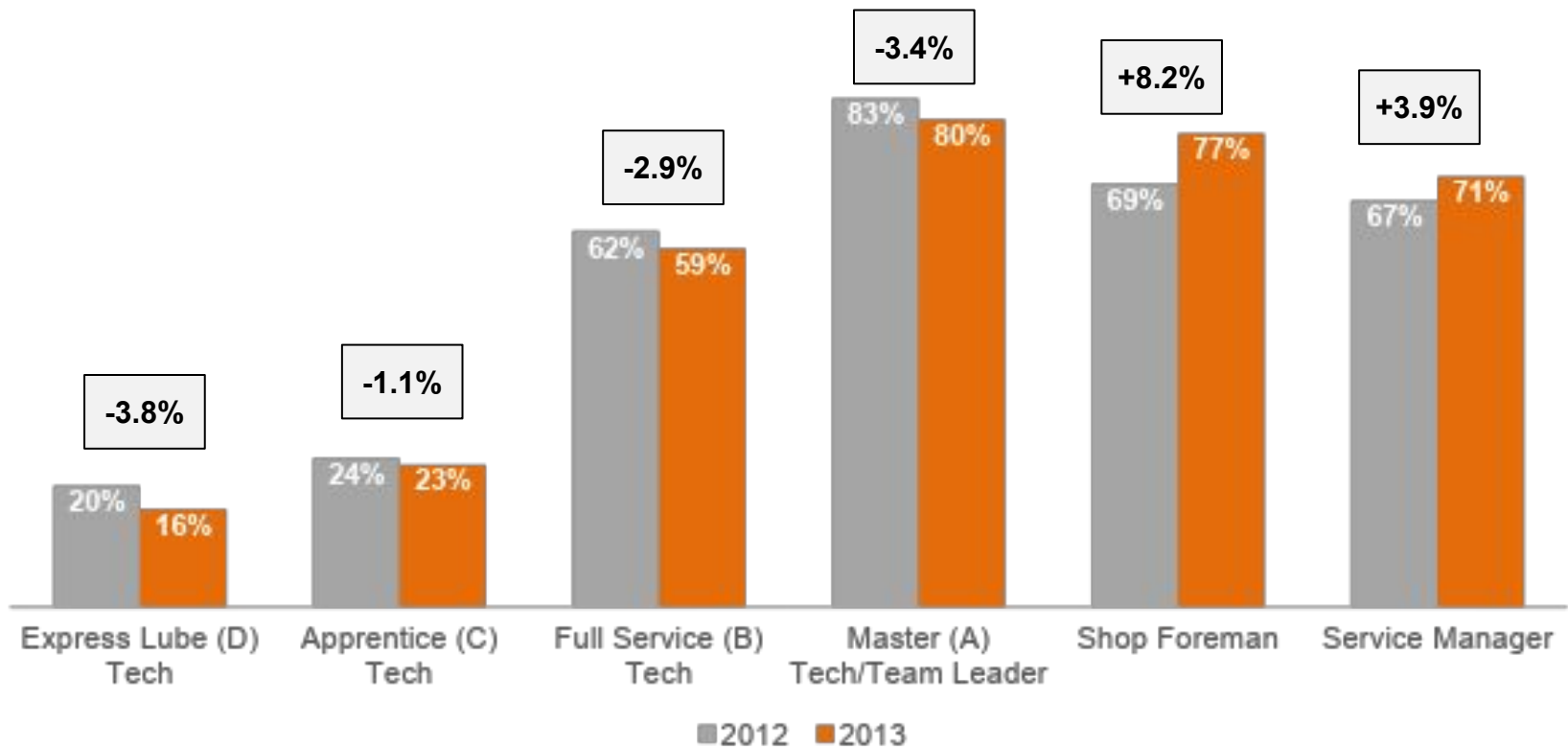
Service Technician Career Path

Turnover by Position (in thousands)



Service Technician Career Path

3-year Retention by Position (in thousands)



Service Technician Turnover by Region

Region	Express Lube (D) Tech	Apprentice (C) Tech	Full Service (B) Tech	Master (A) Tech/Team Leader	Shop Foreman	Service Manager
All USA	63.7%	33.6%	22.9%	14.5%	16.1%	22.6%
New England	33.3%	20.7%	28.6%	6.8%	7.7%	27.1%
Mid Atlantic	38.6%	22.4%	23.9%	6.3%	5.9%	21.0%
East North Central	58.1%	33.7%	18.4%	18.7%	13.2%	19.5%
West North Central	80.6%	24.7%	21.6%	13.0%	10.7%	21.4%
South Atlantic	61.8%	54.7%	24.9%	12.0%	14.8%	23.2%
East South Central	58.5%	33.3%	20.6%	27.3%	16.7%	14.8%
West South Central	102.6%	34.8%	25.6%	24.7%	15.9%	25.1%
Mountain	62.0%	42.1%	26.4%	20.5%	36.7%	24.1%
Pacific	50.1%	30.9%	17.4%	14.6%	10.7%	22.6%

Service Technician 3-year Retention by Region

Region	Express Lube (D) Tech	Apprentice (C) Tech	Full Service (B) Tech	Master (A) Tech/Team Leader	Shop Foreman	Service Manager
All USA	16.1%	23.3%	58.7%	79.8%	77.5%	70.5%
New England	19.7%	17.2%	56.3%	78.0%	87.2%	72.9%
Mid Atlantic	17.3%	42.1%	63.0%	90.0%	92.2%	78.3%
East North Central	15.1%	28.6%	67.5%	83.3%	89.5%	72.9%
West North Central	11.0%	26.0%	61.4%	81.9%	92.9%	75.4%
South Atlantic	14.9%	17.0%	54.9%	80.9%	68.9%	69.0%
East South Central	17.8%	8.3%	63.3%	59.1%	66.7%	68.5%
West South Central	9.4%	14.0%	53.6%	76.8%	82.6%	71.3%
Mountain	10.9%	16.4%	58.0%	77.6%	64.4%	74.3%
Pacific	29.1%	23.2%	60.7%	76.4%	76.7%	60.5%