

**OFFICIAL FLEET SURVEY**



*Technology & Maintenance Council*

**TECHNICIAN  
COMPENSATION  
SURVEY RESULTS**

*S.5 Fleet Maintenance Management Study Group*



**FEBRUARY 2024**

## **TMC TECHNICIAN COMPENSATION SURVEY RESULTS**

### ***SUMMARY***

TMC's S.5 Fleet Maintenance Management Study Group conducted an online survey of approximately 500 TMC Fleet Executive level members and 100 Service Provider Corporate level members in the fourth quarter of 2023. Of these, 28 company representatives responded.

Most respondents were from Motor Carriers or Service Providers. About 48 percent were motor carrier representatives; 22 percent were service provider representatives. About 18 percent reported operations at a national level.

Fleet size ranged considerably across respondents. Number of technicians employed ranged considerably from a low of four (4) to a high of 450. About 46 percent of respondents reported operating between 1-5 maintenance shops.

About 25 percent of respondents said at least half of their technicians have attended a diesel training program. Ninety-two percent said less than a quarter of their technicians have attained ASE certification. Hourly rates for entry-level technicians ranged from \$19 to \$35.

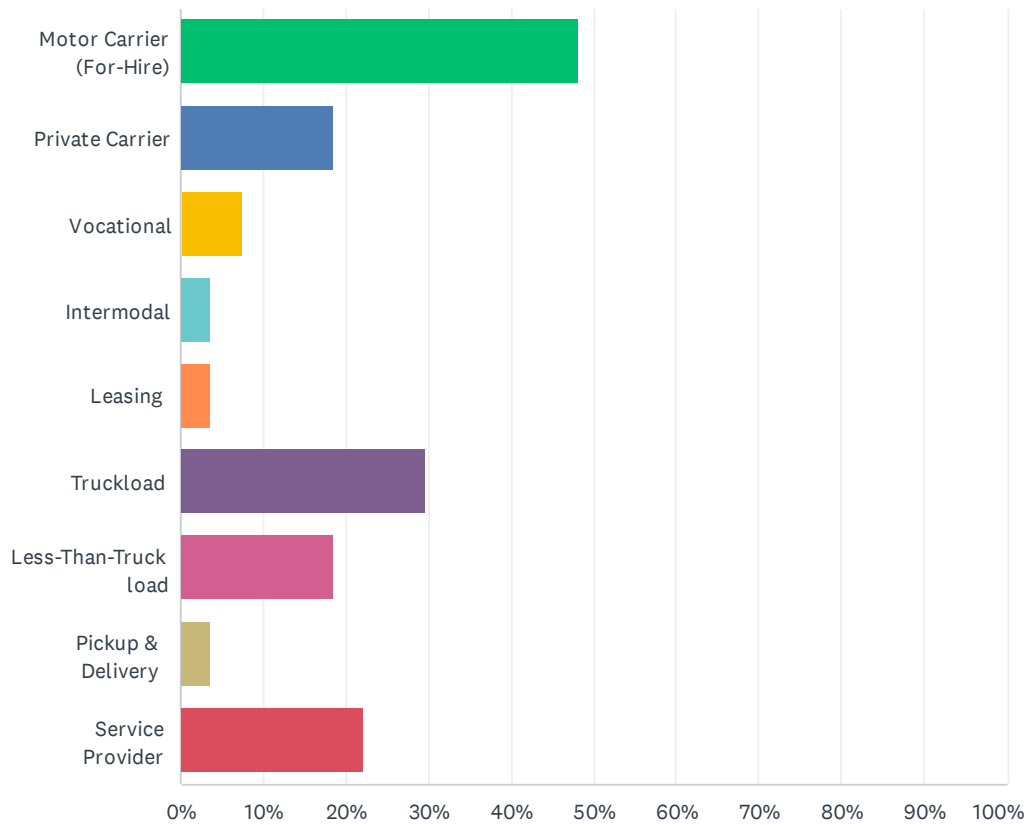
About 53 percent of technicians can earn the top pay level in five years or less. Nearly all responding companies base compensation on an hourly rate system, with few using some sort of supplemental system(s) such as bonus programs (25 percent), profit sharing (21.4 percent) and incentive programs (3.5 percent) as well. Nearly all companies reported offering a comprehensive package of benefits.

In comparison, the last time TMC administered this survey in 2017:

- About 35 percent of respondents said at least half of their technicians have attended a diesel training program. The current survey shows a 29 percent unfavorable movement in this benchmark.
- More than 70 percent said less than a quarter of their technicians have attained ASE certification, with the current survey indicating 93 percent of responding fleet saying less than a quarter of their technicians hold ASE certification.
- Hourly rates for entry-level technicians ranged from \$12 to \$25. The current survey shows a 23 percent increase in the hourly rate.
- Highest hourly rates ranged from about \$22-\$36, with the current average of \$29.93 indicating a 36 percent increase from the previous average rate.
- Most responding companies said they base compensation on performance reviews (50 percent.)
- All companies base compensation on an hourly rate system, with some using supplemental systems such as incentive programs (17 percent) as well.
- Nearly all companies reported offering a comprehensive package of benefits.
- Essentially, the data indicates that formal training and certification levels are significantly down for entry level technicians, but fleets/service providers must use higher levels of compensation to attract new hires.

# Q1 Which of the following best describes your company's operation? (Check all that apply)

Answered: 27 Skipped: 1

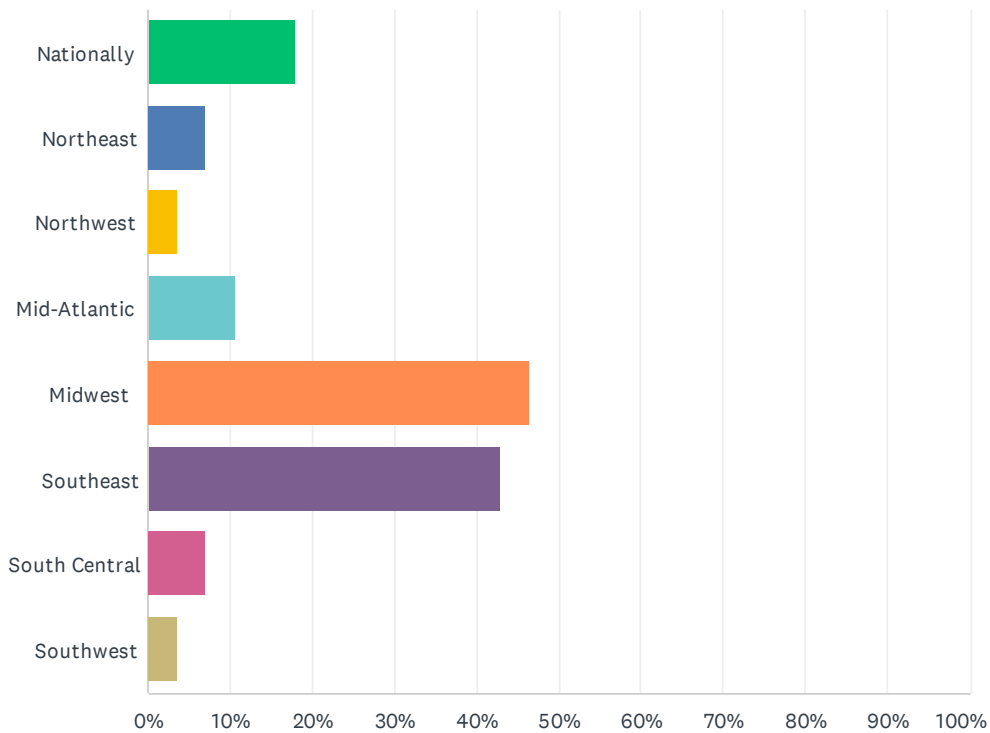


ANSWER CHOICES	RESPONSES
Motor Carrier (For-Hire)	48.15% 13
Private Carrier	18.52% 5
Vocational	7.41% 2
Intermodal	3.70% 1
Leasing	3.70% 1
Truckload	29.63% 8
Less-Than-Truckload	18.52% 5
Pickup & Delivery	3.70% 1
Service Provider	22.22% 6
Total Respondents: 27	

OTHER: (1) Bus Fleet (1) City Government

## Q2 In which region of the United States is the bulk of your technician force employed? (Check all that apply; if all apply, just check “Nationally”)

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
Nationally	17.86% 5
Northeast	7.14% 2
Northwest	3.57% 1
Mid-Atlantic	10.71% 3
Midwest	46.43% 13
Southeast	42.86% 12
South Central	7.14% 2
Southwest	3.57% 1
Total Respondents: 28	

# Q3 How many of the following pieces of equipment does your fleet operate?

Answered: 27 Skipped: 1

ANSWER CHOICES	RESPONSES
Day Cab Tractors	81.48% 22
Sleeper Cab Tractors	77.78% 21
Other Tractors	33.33% 9
Straight Trucks	59.26% 16
Trailers	81.48% 22
Other (e.g.,forklifts, construction equipment, etc).	55.56% 15

	Day Cab Tractors	Sleeper Cab Tractors	Other Tractors	Straight Trucks	Trailers	Other (e.g.,forklifts, construction equipment, etc).
1		2300				
2	30			2900	50	850
3	290	237			2350	
4	70	130			700	
5	300	100		100	1200	
6	0	80	2		150	2
7	200	400	0	0	3200	30
8			200 School Bus	1,400 Bus		35
9	400	60	20	3	960	500
10	1500	2500				
11	0	75	0	0	225	0
12			50	500	75	350
13		550			1000	
14	350	1		22	420	
15						1600
16	325					
17	40	510		20	1950	
18	75	610	20		2300	10
19	80	5			150	
20	850	0	32	600	2400	300
21	110	355			1800	
22	12	38	6	8	98	64
23	419			199	1242	170
24	1200	2400		150	4500	
25	363	148		11	1800	15
26	12	0		25	30	100
27	100	250		40	500	50

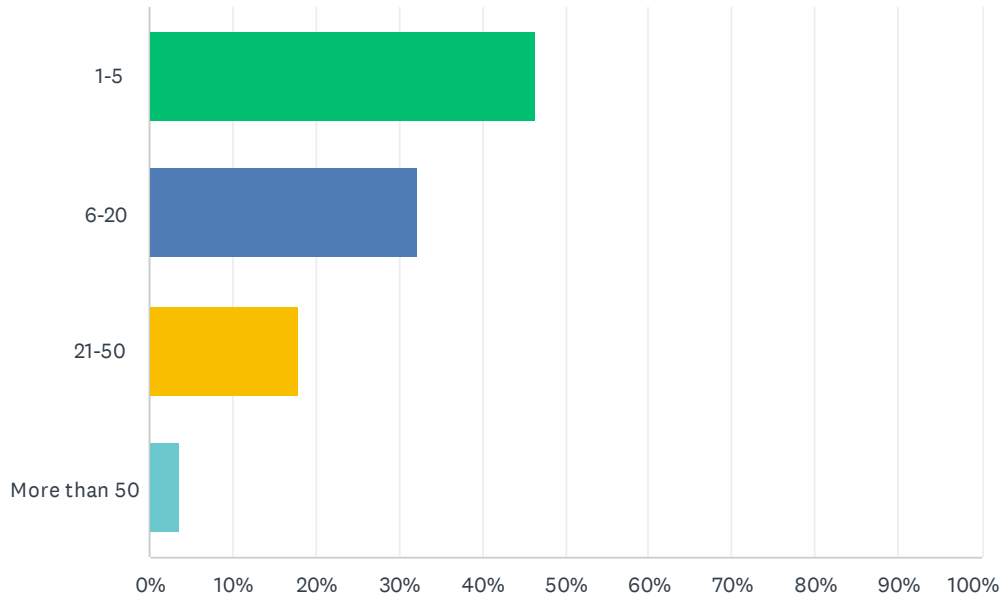
## Q4 How many technicians does your company employ?

Answered: 28 Skipped: 0

FLEET/SERVICE PROVIDER	# of Technicians Employed
1	8
2	250
3	450
4	15
5	30
6	60
7	14
8	40
9	200
10	84
11	310
12	4
13	33
14	16
15	25
16	80
17	24
18	24
19	60
20	4
21	120
22	52
23	62
24	46
25	350
26	18
27	20
28	110

# Q5 How many maintenance / repair shops does your company operate?

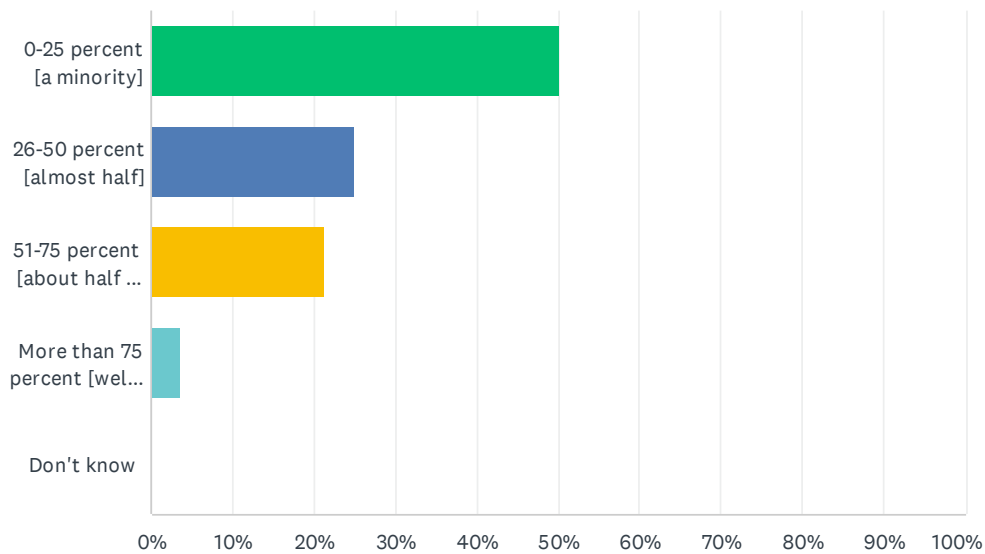
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
1-5	46.43%	13
6-20	32.14%	9
21-50	17.86%	5
More than 50	3.57%	1
<b>TOTAL</b>		<b>28</b>

## Q6 What percentage of your company's technicians have completed a diesel technician training program?

Answered: 28 Skipped: 0

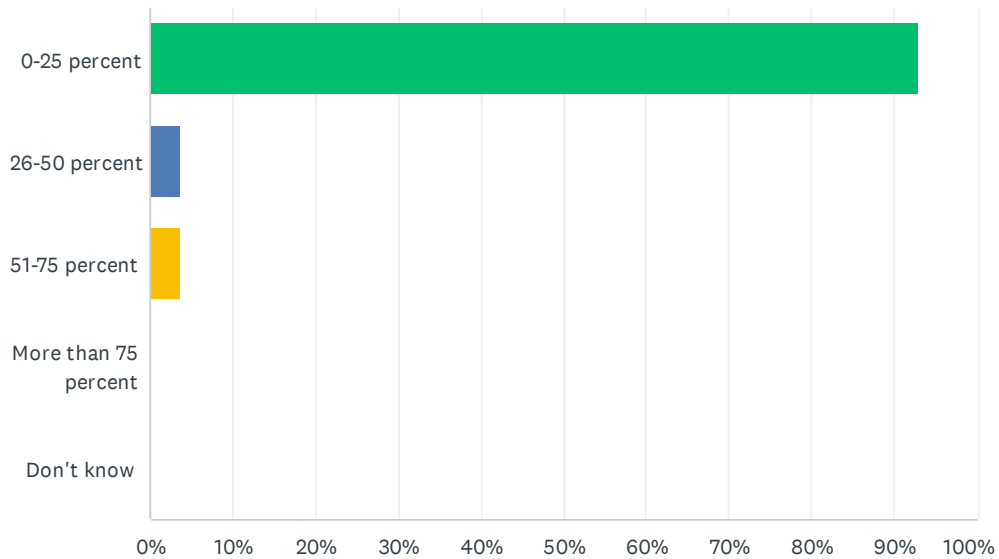


ANSWER CHOICES	RESPONSES	
0-25 percent [a minority]	50.00%	14
26-50 percent [almost half]	25.00%	7
51-75 percent [about half or more]	21.43%	6
More than 75 percent [well more than half]	3.57%	1
Don't know	0.00%	0
<b>TOTAL</b>		<b>28</b>



## Q7 Approximately what percentage of your technicians have attained ASE certification?

Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES
0-25 percent	92.86% 26
26-50 percent	3.57% 1
51-75 percent	3.57% 1
More than 75 percent	0.00% 0
Don't know	0.00% 0
<b>TOTAL</b>	<b>28</b>

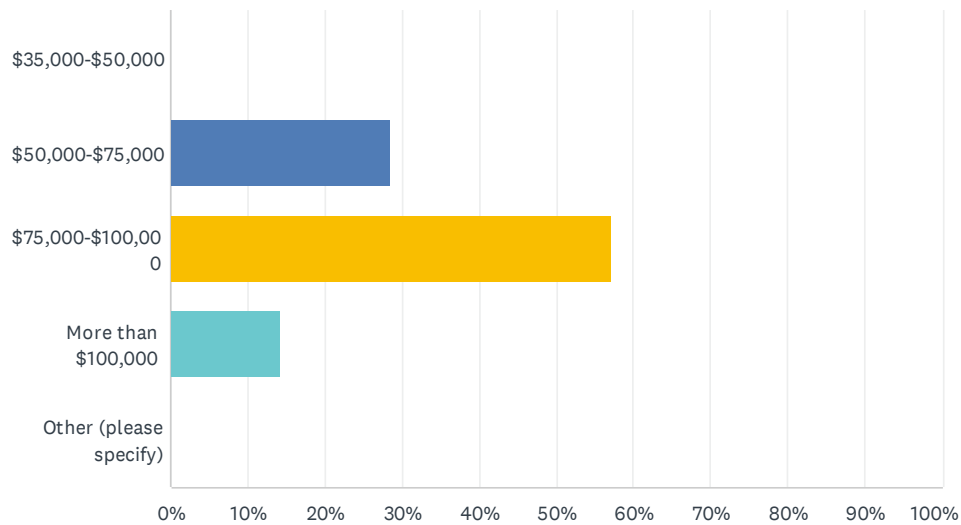
## Q8 What is the average hourly rate of pay (in U.S. dollars) for an entry-level technician in your operation?

Answered: 27 Skipped: 1

Fleet	Responses
1	25
2	22.00
3	24.00
4	\$20 to \$24 per hour
5	20
6	\$21-\$24
7	20.00
8	22.50
9	24
10	19
11	25.00
12	31.50
13	30
14	35
15	25
16	20
17	23
18	\$21
19	22.50
20	\$23
21	\$21.00
22	20
23	\$30.73
24	\$25.00
25	\$27
26	25.00
27	20-22
<b>AVERAGE</b>	<b>29.93</b>

## Q9 What is the average annual pay of your top earning technician, including overtime, bonuses & incentives?

Answered: 28 Skipped: 0

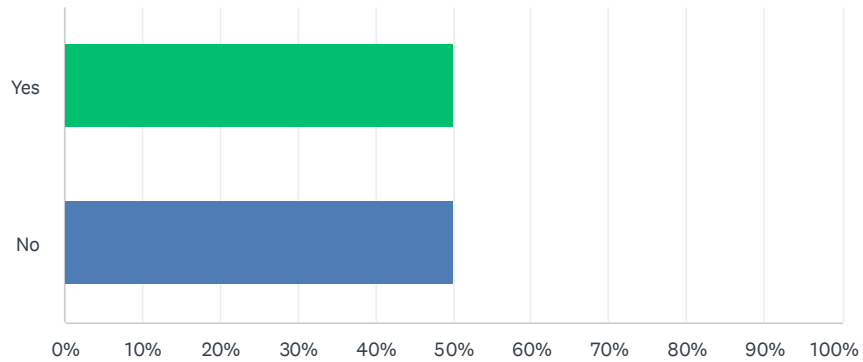


ANSWER CHOICES	RESPONSES	
\$35,000-\$50,000	0.00%	0
\$50,000-\$75,000	28.57%	8
\$75,000-\$100,000	57.14%	16
More than \$100,000	14.29%	4
Other (please specify)	0.00%	0
<b>TOTAL</b>		<b>28</b>

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

## Q10 Does your organization pay differently for night shift employees?

Answered: 28 Skipped: 0

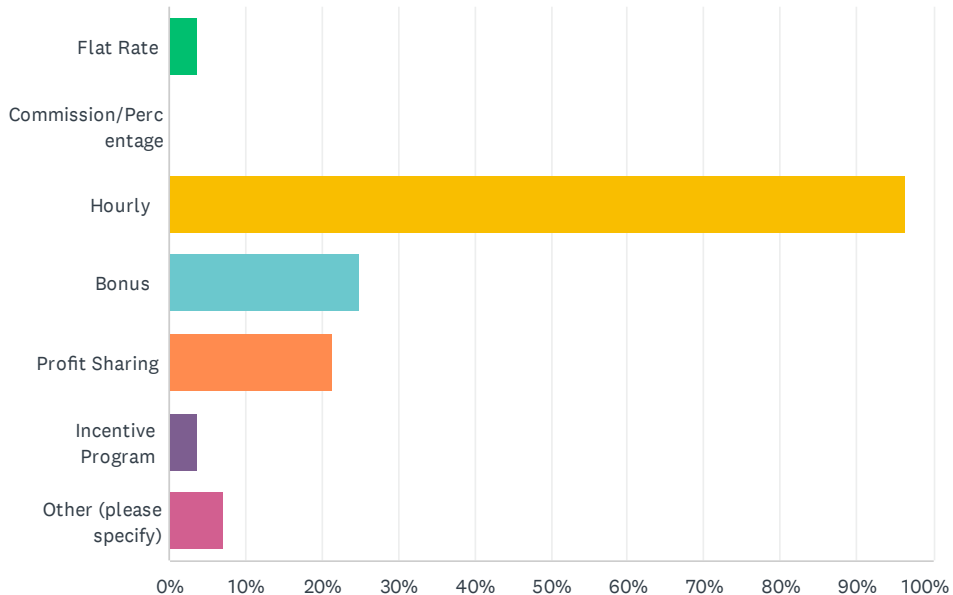


ANSWER CHOICES	RESPONSES	
Yes	50.00%	14
No	50.00%	14
<b>TOTAL</b>		<b>28</b>

#	IF YES, WHAT IS THE NIGHT SHIFT DIFFERENTIAL?	DATE
1	Bonus/Commission	12/1/2023 12:02 PM
2	1.50	11/28/2023 5:18 PM
3	\$3/hr.	11/28/2023 12:25 PM
4	NO NIGHTS	11/28/2023 11:18 AM
5	1 dollar for 2nd shift, 3 dollars for 3rd shift	11/22/2023 11:20 AM
6	\$1-\$4 an hour	11/20/2023 1:30 PM
7	1.00hr	11/20/2023 1:26 PM
8	1.00	11/14/2023 1:44 PM
9	0.50	11/8/2023 1:29 PM
10	\$1.50	10/17/2023 8:18 AM
11	\$4.00 for 2nd Shift and \$6.00 for 3rd shift	10/16/2023 2:41 PM
12	\$2.00	10/16/2023 11:35 AM
13	\$2	10/16/2023 11:23 AM

# Q11 Upon which compensation model are your company's technicians paid? (check all that apply)

Answered: 28 Skipped: 0

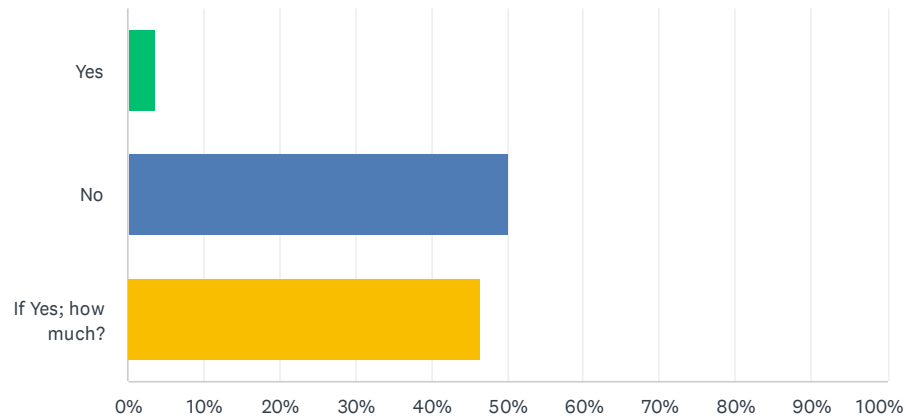


ANSWER CHOICES	RESPONSES
Flat Rate	3.57% 1
Commission/Percentage	0.00% 0
Hourly	96.43% 27
Bonus	25.00% 7
Profit Sharing	21.43% 6
Incentive Program	3.57% 1
Other (please specify)	7.14% 2
Total Respondents: 28	

#	OTHER (PLEASE SPECIFY)	DATE
1	NA	12/1/2023 11:06 AM
2	With O/T	10/16/2023 11:23 AM

## Q12 Does your organization currently offer, or has it ever offered, a sign on bonus as part of a technician hiring package?

Answered: 28 Skipped: 0

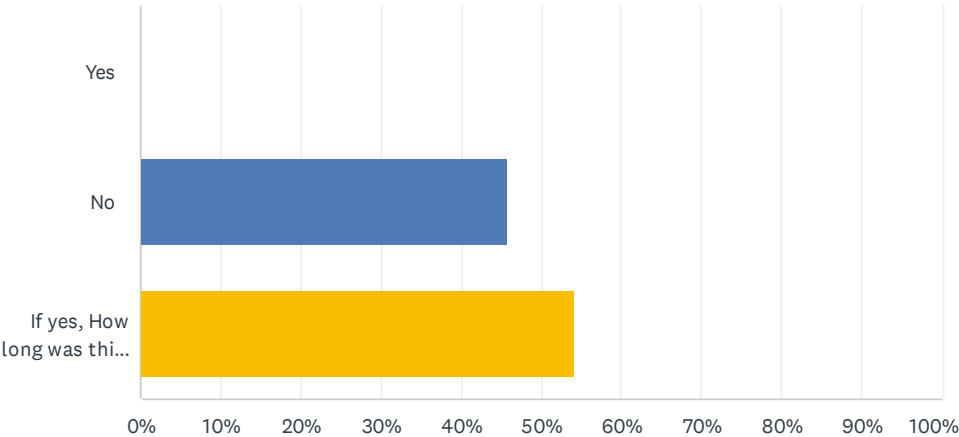


ANSWER CHOICES	RESPONSES
Yes	3.57% 1
No	50.00% 14
If Yes; how much?	46.43% 13
<b>TOTAL</b>	<b>28</b>

#	IF YES; HOW MUCH?	DATE
1	500	12/1/2023 11:06 AM
2	5000	11/28/2023 5:18 PM
3	up to \$5,000	11/28/2023 12:25 PM
4	2500	11/28/2023 11:36 AM
5	\$3000	11/28/2023 11:24 AM
6	2,500 or Toolbox and Tools	11/20/2023 1:30 PM
7	3500	11/20/2023 1:26 PM
8	2000	11/14/2023 1:44 PM
9	10K	11/6/2023 1:26 PM
10	\$1k - \$2k - this is for the employee submitting the referral.	10/30/2023 1:13 PM
11	\$1000.00	10/17/2023 9:30 AM
12	\$500-\$1000	10/16/2023 11:41 AM
13	1000	10/16/2023 11:11 AM

# Q13 Was there a probationary period to earn the bonus?

Answered: 24 Skipped: 4

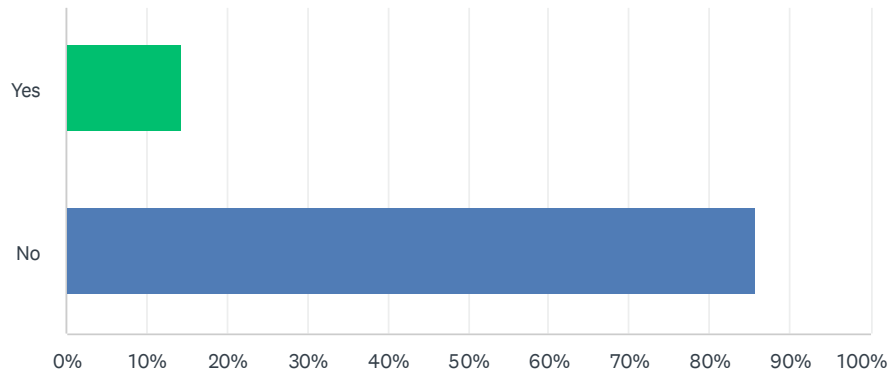


ANSWER CHOICES	RESPONSES	
Yes	0.00%	0
No	45.83%	11
If yes, How long was this period?	54.17%	13
<b>TOTAL</b>		<b>24</b>

#	IF YES, HOW LONG WAS THIS PERIOD?	DATE
1	180 days	12/1/2023 11:06 AM
2	180 days	11/28/2023 5:18 PM
3	90 days	11/28/2023 12:25 PM
4	6 months	11/28/2023 11:36 AM
5	Half up front, half at one year.	11/28/2023 11:24 AM
6	1 year	11/20/2023 1:30 PM
7	pro-rated over 2yrs	11/20/2023 1:26 PM
8	30	11/14/2023 1:44 PM
9	90 days	11/6/2023 1:18 PM
10	25% when hired, 25% @ 30 days, 25% @ 90 days, 25% @ 180 days.	10/30/2023 1:13 PM
11	6 mo.	10/17/2023 9:30 AM
12	6 months	10/16/2023 11:41 AM
13	60	10/16/2023 11:23 AM

## Q14 Does your company technician pay scale have a cap?

Answered: 28 Skipped: 0



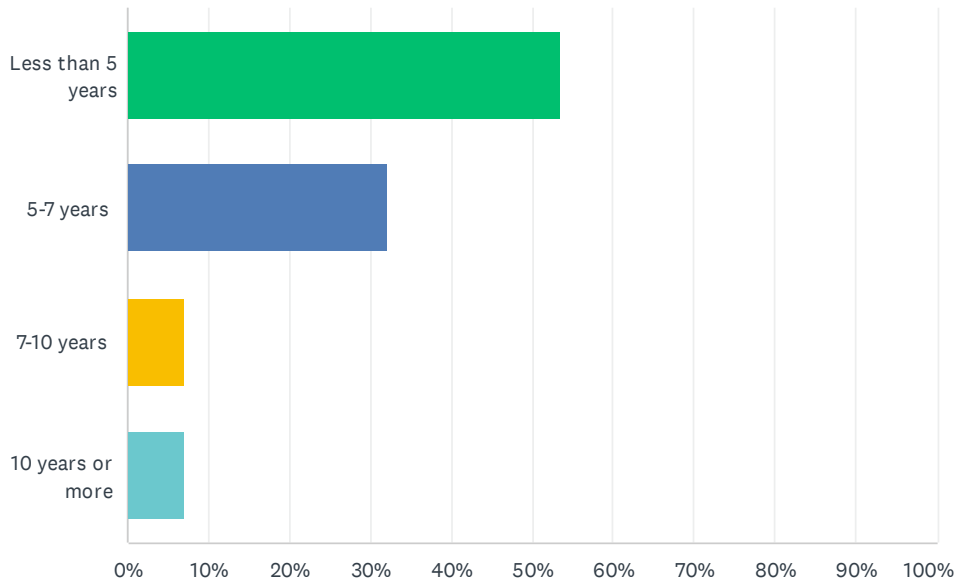
ANSWER CHOICES	RESPONSES
Yes	14.29% 4
No	85.71% 24
<b>TOTAL</b>	<b>28</b>

#	IF YES, HOW MUCH IS IT?	DATE
1	\$45 per hour	12/1/2023 11:06 AM
2	48.50	11/28/2023 5:18 PM
3	\$37	11/28/2023 11:24 AM
4	varies on region	11/14/2023 1:44 PM
5	80,000	11/8/2023 1:29 PM
6	We adjust those annually.	10/17/2023 8:18 AM
7	\$34.5	10/16/2023 11:41 AM



## Q15 How quickly can a high-achieving entry level technician reach the top pay level?

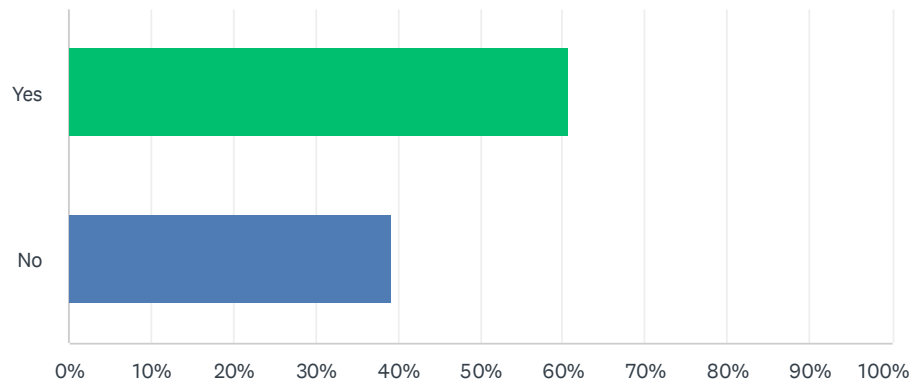
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 5 years	53.57%	15
5-7 years	32.14%	9
7-10 years	7.14%	2
10 years or more	7.14%	2
<b>TOTAL</b>		<b>28</b>

# Q16 Does your company pay technicians who are Class A CDL holders more because of their commercial license?

Answered: 28 Skipped: 0

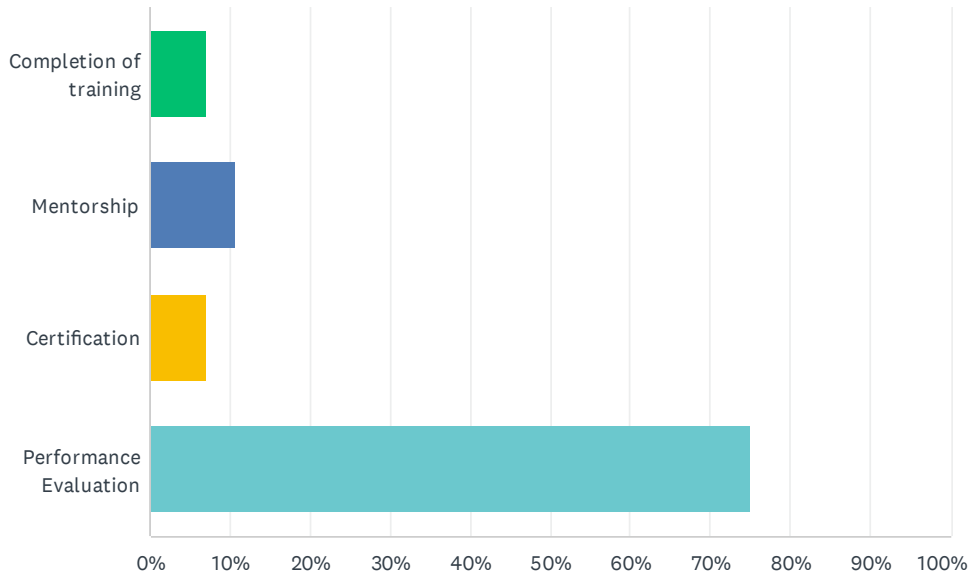


ANSWER CHOICES	RESPONSES	
Yes	60.71%	17
No	39.29%	11
TOTAL		28

#	IF YES, HOW MUCH MORE?	DATE
1	1.00	11/28/2023 5:18 PM
2	extra \$1/per hour	11/28/2023 12:25 PM
3	\$1.00 per hour	11/28/2023 11:36 AM
4	\$2.50-\$4	11/20/2023 1:30 PM
5	1-2.00hr	11/20/2023 1:26 PM
6	2500	11/8/2023 1:29 PM
7	\$1 per hour	10/17/2023 8:18 AM
8	\$1.00 Per hour	10/16/2023 2:41 PM
9	\$1	10/16/2023 11:41 AM
10	\$2.00	10/16/2023 11:35 AM
11	\$1	10/16/2023 11:23 AM

# Q17 How does an employee advance his or her career within your company's operation?

Answered: 28 Skipped: 0

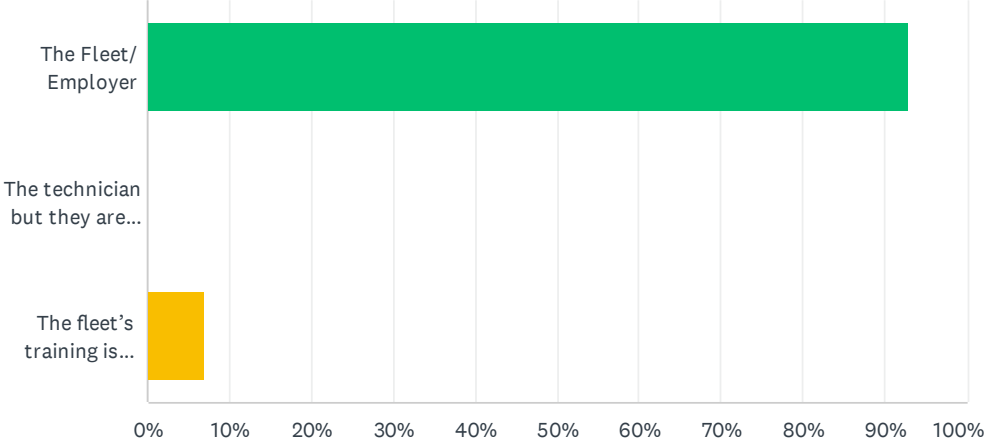


ANSWER CHOICES	RESPONSES
Completion of training	7.14% 2
Mentorship	10.71% 3
Certification	7.14% 2
Performance Evaluation	75.00% 21
<b>TOTAL</b>	<b>28</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	In-House Certification Process	10/16/2023 2:41 PM

# Q18 Who pays for technician training once the technician is hired?

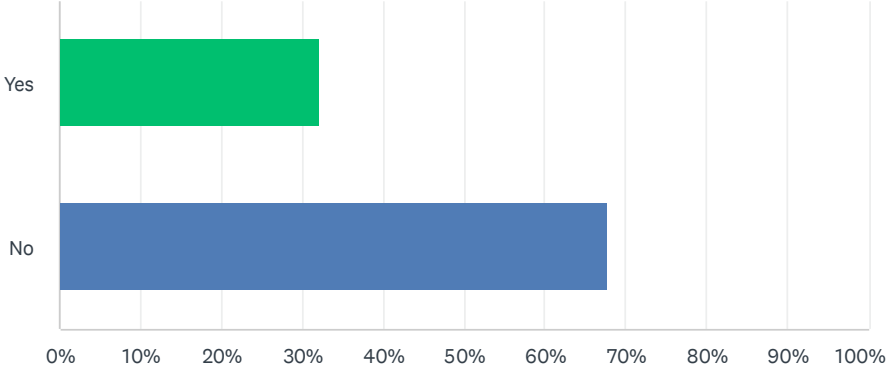
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
The Fleet/ Employer	92.86%	26
The technician but they are reimbursed upon successful completion	0.00%	0
The fleet's training is complimentary	7.14%	2
<b>TOTAL</b>		<b>28</b>

# Q19 Does your company offer a technician mentorship program?

Answered: 28 Skipped: 0

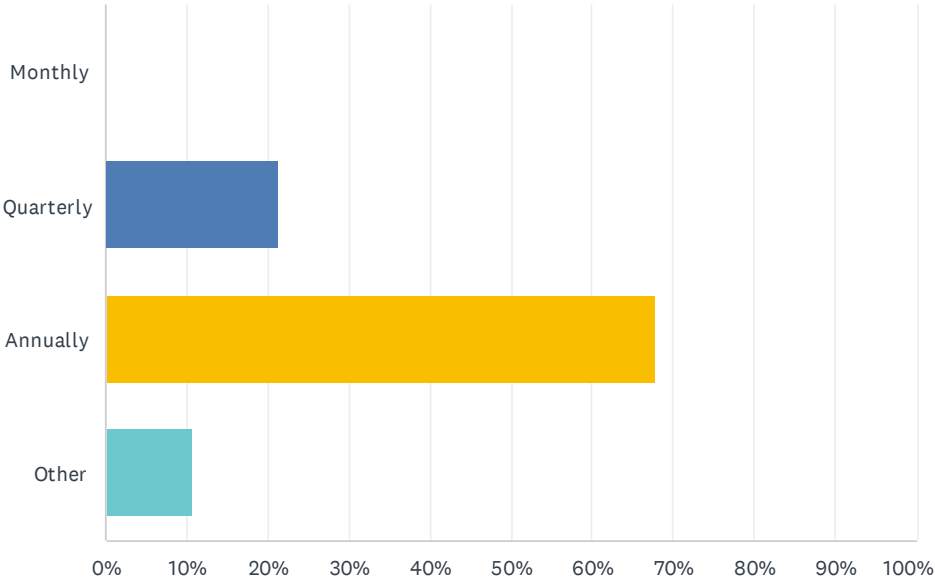


ANSWER CHOICES	RESPONSES
Yes	32.14% 9
No	67.86% 19
TOTAL	28

#	IF YES, DOES THE MENTOR EARN EXTRA COMPENSATION AND IF SO, HOW MUCH? HOW LONG IS THE MENTORSHIP?	DATE
1	we have a 12-month program no extra compensation.	11/28/2023 12:25 PM
2	Free set of tools to use while they are employed with the company	11/22/2023 11:20 AM
3	no	11/6/2023 1:18 PM

# Q20 If your company conducts performance evaluations with your technicians, how often are these performed?

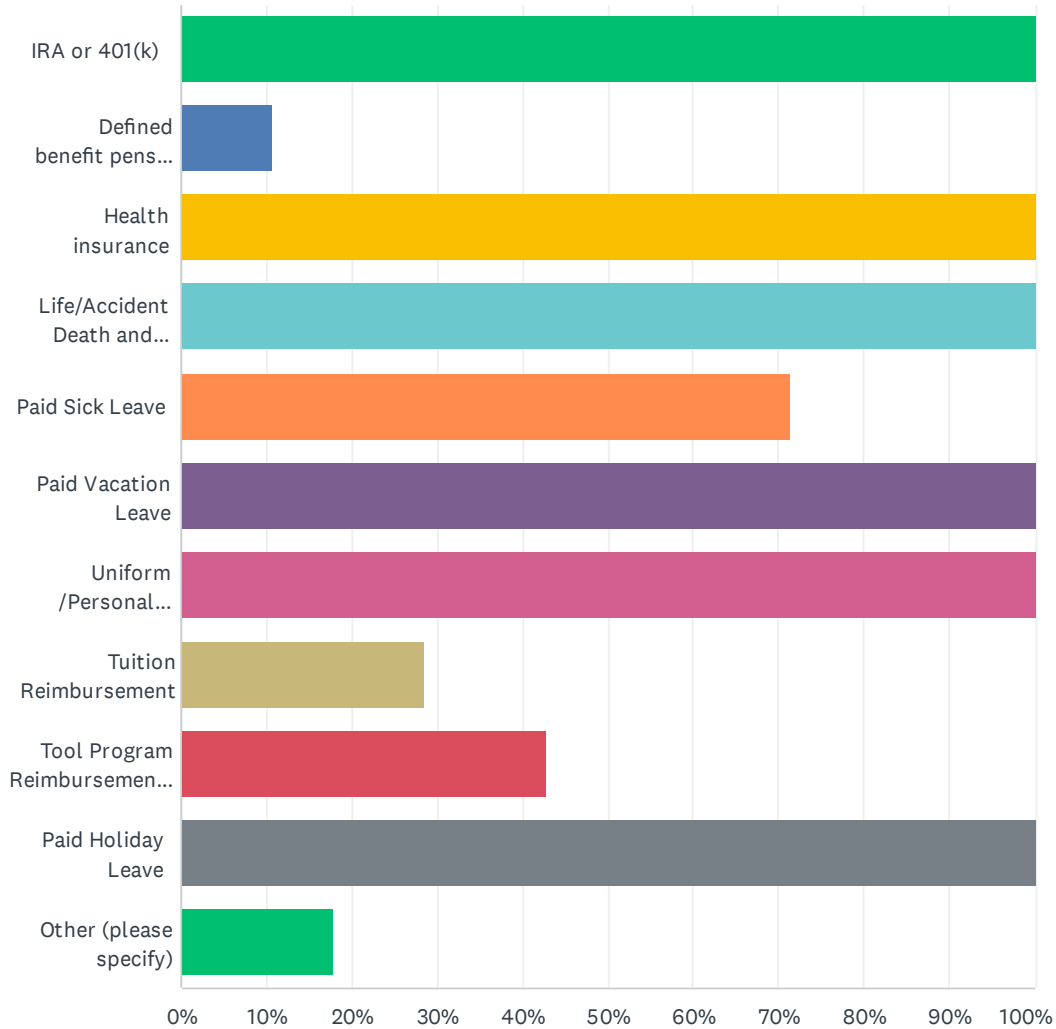
Answered: 28 Skipped: 0



ANSWER CHOICES	RESPONSES	
Monthly	0.00%	0
Quarterly	21.43%	6
Annually	67.86%	19
Other	10.71%	3
TOTAL		28

# Q21 What benefits does your company provide for your technicians? (Check all that apply)

Answered: 28 Skipped: 0



***(Continued Next Page)***

## Q21 What benefits does your company provide for your technicians? (Check all that apply)

Answered: 28 Skipped: 0

2023

ANSWER CHOICES	RESPONSES	
IRA or 401(k)	100.00%	28
Defined benefit pension plan	10.71%	3
Health insurance	100.00%	28
Life/Accident Death and Dismemberment Insurance	100.00%	28
Paid Sick Leave	71.43%	20
Paid Vacation Leave	100.00%	28
Uniform /Personal Protection Equipment Allowance	100.00%	28
Tuition Reimbursement	28.57%	8
Tool Program Reimbursement/Discounts	42.86%	12
Paid Holiday Leave	100.00%	28
Other (please specify)	17.86%	5
Total Respondents: 28		

#	OTHER (PLEASE SPECIFY)	DATE
1	othert misc bonus through out the year	11/28/2023 11:36 AM
2	On Call Pay	11/28/2023 11:18 AM
3	PTO	11/1/2023 3:42 PM
4	No monthly premiums for health insurance.	10/17/2023 8:18 AM
5	Dental, Vision, Short/Long Term Disability	10/16/2023 11:23 AM



## Q22 What method does your company use for determining the number of technicians and levels needed in your shop?

Answered: 22 Skipped: 6

#	RESPONSES	DATE
1	workload vs throughput	12/1/2023 12:02 PM
2	head count ratio vs driver count	12/1/2023 11:06 AM
3	Fleet make up	11/28/2023 5:18 PM
4	This is based on the dollar amount on vendor spend per each shop location.	11/28/2023 12:25 PM
5	past experience and need	11/28/2023 11:36 AM
6	work flow	11/22/2023 11:20 AM
7	We have internal metrics that include, Size of Fleet, Age of the Fleet, Miles the Fleet runs a year, and does the location needs to have 24/7 coverage, or is the location Monday - Friday? ECT	11/20/2023 1:30 PM
8	the director of maintenance. number of equipment vs freight volumes.	11/20/2023 1:26 PM
9	RP512B	11/14/2023 12:22 PM
10	VEU study completed every few years.	11/8/2023 1:29 PM
11	7 Trucks for every tech.	11/6/2023 1:26 PM
12	25 units per person	11/6/2023 1:18 PM
13	Workload	11/1/2023 3:42 PM
14	Based on the need and the demand.	10/30/2023 1:13 PM
15	Determined by need and availability from recruiter.	10/17/2023 9:30 AM
16	Ratio of technicians to equipment	10/17/2023 8:18 AM
17	We very seldom ever have enough technicians at any of our shops. But we understand very quickly when the workload drops as compared to available time.	10/16/2023 2:41 PM
18	need based upon workloads.	10/16/2023 1:28 PM
19	Number of equipment/types to be serviced that are domiciled there	10/16/2023 11:41 AM
20	20 trucks per mechanic and 50 trailers per mechanic	10/16/2023 11:35 AM
21	Productivity rating Work Hours produced vs clock hours.	10/16/2023 11:23 AM
22	at this point no determination. Just add as needed, depending on business... Still hard to find techs...	10/16/2023 11:20 AM

## Q23 Do you have any additional thoughts to share regarding technician compensation?

Answered: 6 Skipped: 22

#	RESPONSES	DATE
1	I am a firm believer that an apprenticeship process/program with clearly defined measurables including ASE Certification will result in more qualified technicians, it will also provide those that are career oriented with a higher income and level of job satisfaction than those that choose not to take advantage of training and development.	11/28/2023 5:18 PM
2	At times with experienced Techs hold entry level testing.	11/1/2023 3:42 PM
3	Interested to see the results.	10/30/2023 1:13 PM
4	I'd call our range from 20 - 40/hr. This is determined by their ability, performance, training, & credentials. The more they know and the better they perform is the real criteria.	10/17/2023 9:30 AM
5	Annual reviews are on our radar. This year we added two part time trainers to our team. We are looking to migrate them to full time. Many of our second shift techs are younger and the goal is to have these folks work as mentors to support them. We have a lot of work to do in the future. We are not where we want to be.	10/17/2023 8:18 AM
6	It would be nice to be able to have a consistant pay rate across the industry regardless of location and dealer or independant status.	10/16/2023 1:28 PM



