

OFFICIAL FLEET SURVEY



Technology & Maintenance Council

**TECHNICIAN
COMPENSATION
SURVEY RESULTS**

S.5 Fleet Maintenance Management Study Group



FEBRUARY 2017

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 Provide Corporate level members. Of these, 34 company representatives responded.

Most respondents were from Motor Carriers or Service Providers. About 38 percent were motor carrier representatives; 32 percent were service provider representatives. About 42 percent reported operations at a national level.

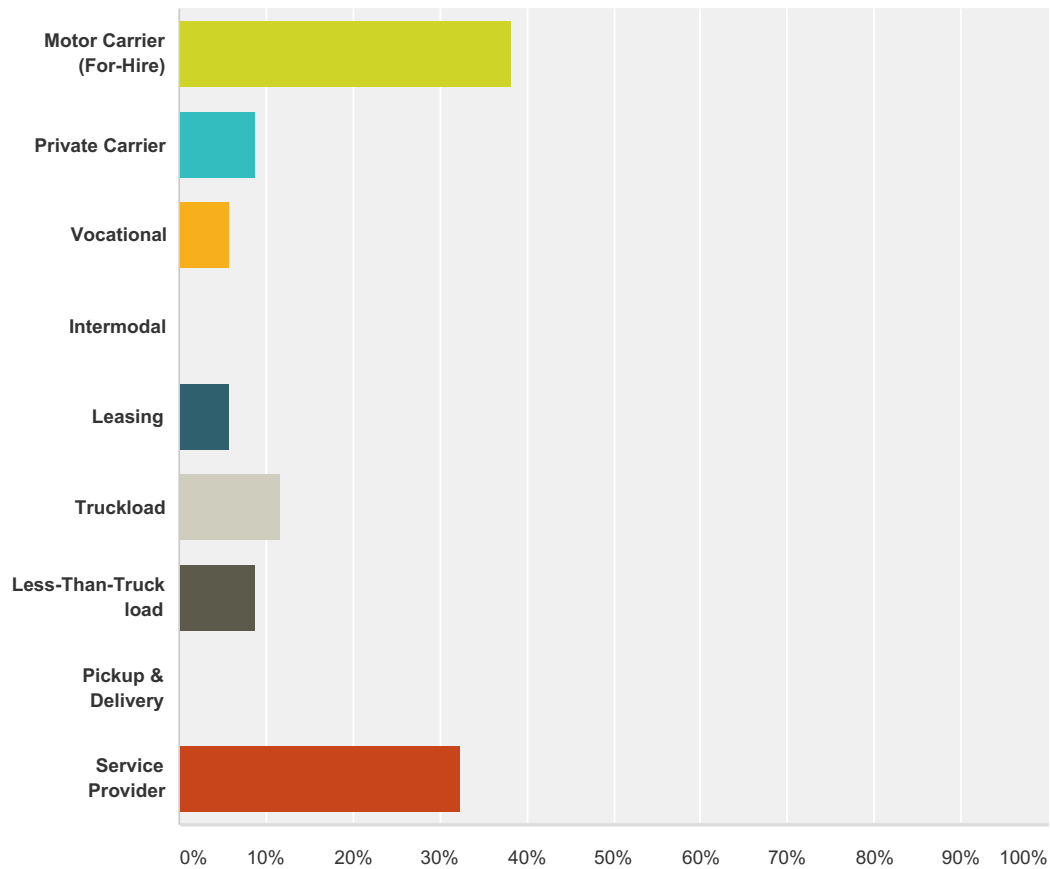
Fleet size ranged considerably across respondents. Number of technicians employed ranged considerably from a low of four (4) to a high of 750. About 54 percent of respondents reported operating between 1-5 maintenance shops.

About 35 percent of respondents said at least half of their technicians have attended a diesel training program. More than 70 percent said less than a quarter of their technicians have attained ASE certification. Hourly rates for entry-level technicians ranged from \$12 to \$25. Highest hourly rates ranged from about \$22 to \$36.

Most responding companies 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

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

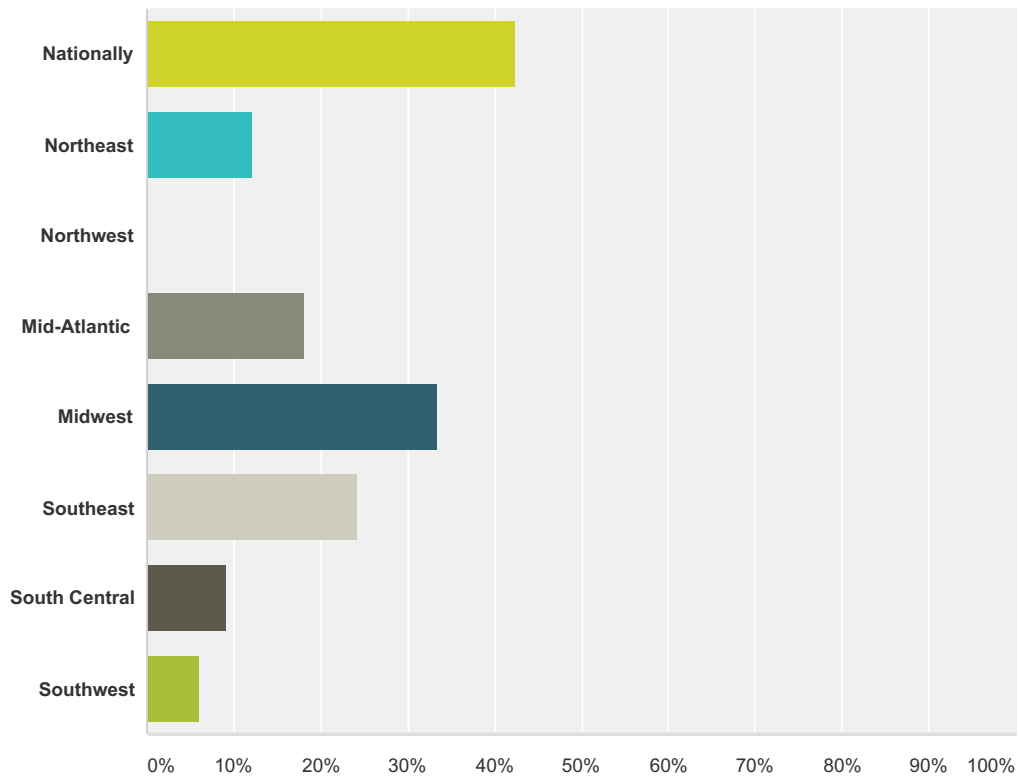
Answered: 34 Skipped: 0



Answer Choices	Responses	Count
Motor Carrier (For-Hire)	38.24%	13
Private Carrier	8.82%	3
Vocational	5.88%	2
Intermodal	0.00%	0
Leasing	5.88%	2
Truckload	11.76%	4
Less-Than-Truckload	8.82%	3
Pickup & Delivery	0.00%	0
Service Provider	32.35%	11
Total Respondents: 34		

Q2 What area of the continental U.S. does your fleet operate? (Check all that apply; if all apply, just check “Nationally”)

Answered: 33 Skipped: 1



Answer Choices	Responses
Nationally	42.42% 14
Northeast	12.12% 4
Northwest	0.00% 0
Mid-Atlantic	18.18% 6
Midwest	33.33% 11
Southeast	24.24% 8
South Central	9.09% 3
Southwest	6.06% 2
Total Respondents: 33	

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

Answered: 25 Skipped: 9

Answer Choices	Responses
Day Cab Tractors	88.00% 22
Sleeper Cab Tractors	88.00% 22
Other Tractors	48.00% 12
Straight Trucks	64.00% 16

FLEET	Day Cab Tractors	Sleeper Cab Tractors	Other Tractors	Straight Trucks
1	5			300
2				
3	25	50	0	0
4	250	35		6
5				
6	200	2100		
7	12			10
8	150	350		6
9	10	412		
10				
11	9	31	2	
12				
13				
14	9500	30		300
15	1	158	0	0
16	60	1300	0	0
17	15	0	0	600
18	320		5	6
19				
20	3	7	10	30
21	0	82	3	0
22	2	98	0	0
23	45	101	5	1
24				
25				
26		60		
27	30	530		
28				
29		3,000		
30	30	685		
31	38	0	0	927
32	120	24		
33		44	5	
34	4150	10		65

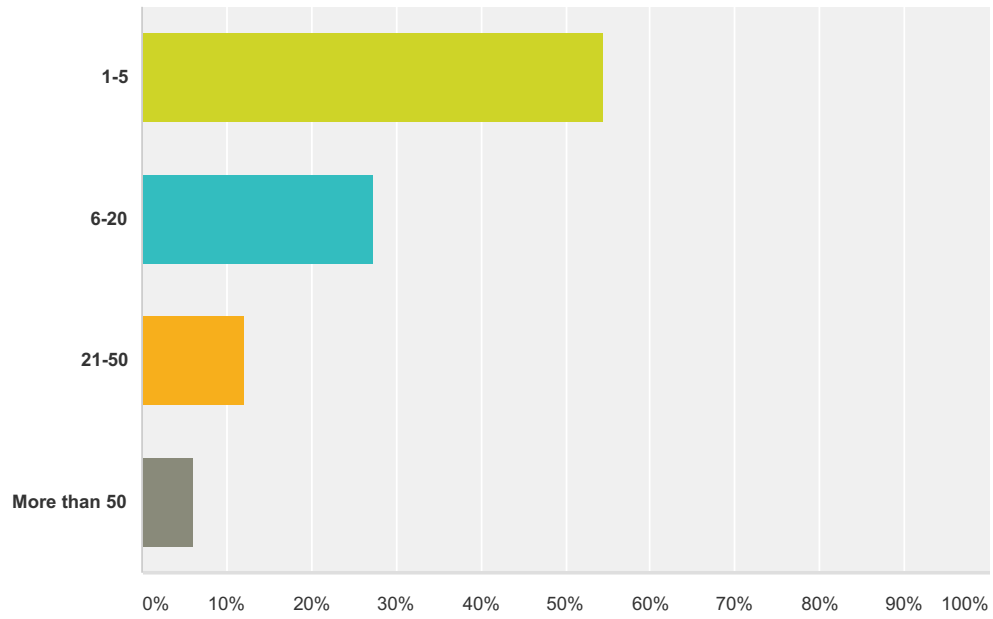
Q4 How many technicians does your company employ?

Answered: 34 Skipped: 0

FLEET	#
1	485
2	450
3	5
4	47
5	300
6	149
7	200
8	27
9	22
10	316
11	7
12	8
13	52
14	750
15	11
16	90
17	85
18	20
19	10
20	10
21	5
22	7
23	14
24	75
25	34
26	7
27	56
28	51
29	50
30	52
31	96
32	4
33	6
34	250

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

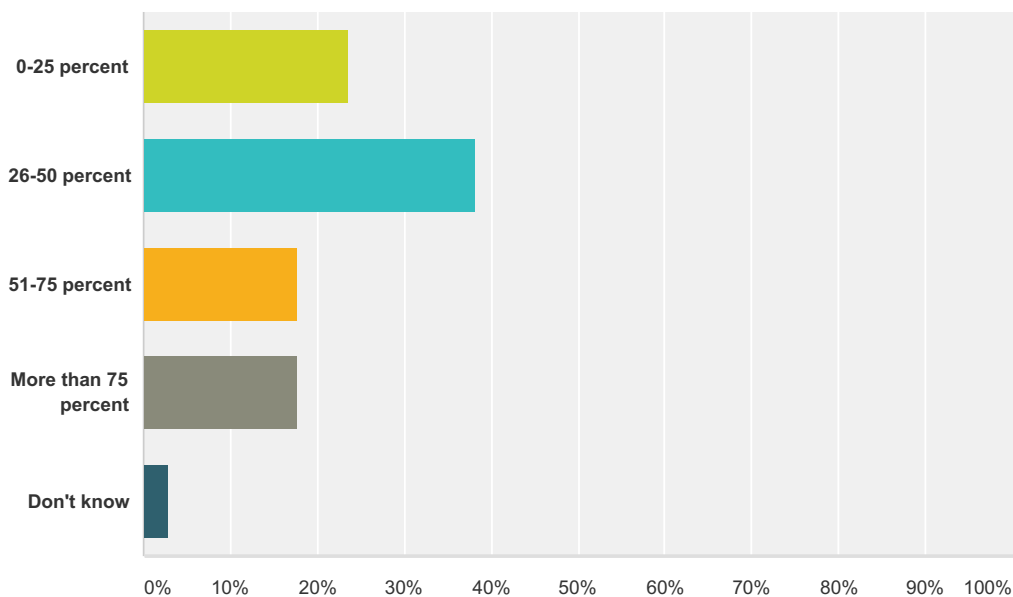
Answered: 33 Skipped: 1



Answer Choices	Responses
1-5	54.55% 18
6-20	27.27% 9
21-50	12.12% 4
More than 50	6.06% 2
Total	33

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

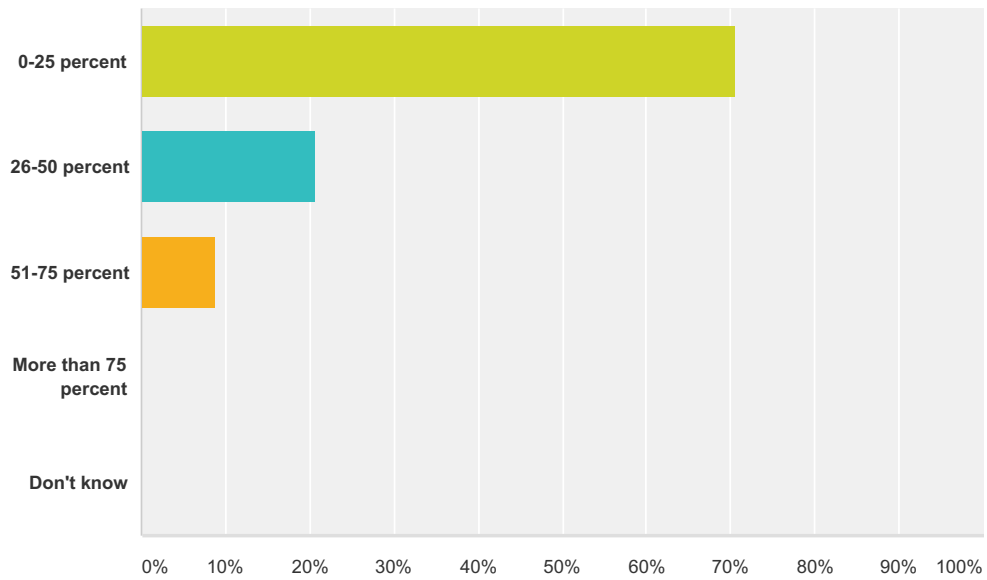
Answered: 34 Skipped: 0



Answer Choices	Responses	Count
0-25 percent	23.53%	8
26-50 percent	38.24%	13
51-75 percent	17.65%	6
More than 75 percent	17.65%	6
Don't know	2.94%	1
Total		34

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

Answered: 34 Skipped: 0



Answer Choices	Responses	
0-25 percent	70.59%	24
26-50 percent	20.59%	7
51-75 percent	8.82%	3
More than 75 percent	0.00%	0
Don't know	0.00%	0
Total		34

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

Answered: 33 Skipped: 1

FLEET	Hourly Rate
1	20
2	14
3	15.21
4	\$16.00
5	Depending on skill level and area of country
6	12
7	
8	12.00 to 14.00
9	19
10	14
11	18
12	12
13	14.5
14	\$25.00
15	14.25
16	18
17	24.99
18	17
19	11
20	12
21	15
22	17
23	\$16.50
24	14.00 - 15.00
25	15
26	\$21.75
27	15
28	\$20.00
29	\$17
30	14
31	14.5
32	\$14
33	16.5
34	\$21.74 (dependent upon Union affiliation and US location)

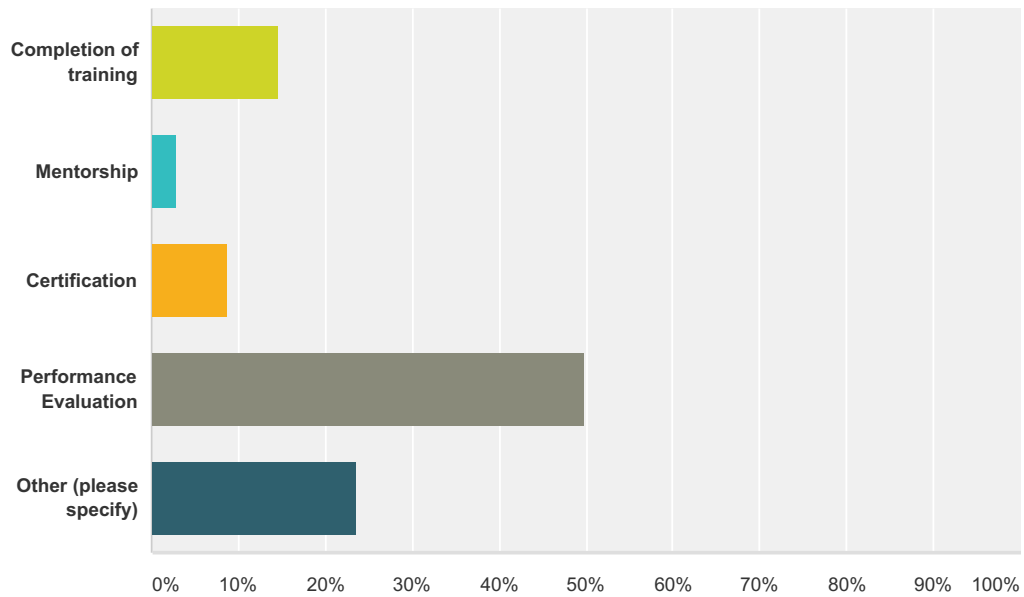
Q9 What is the hourly rate of pay (in U.S. dollars) for the highest level of technician in your operation?

Answered: 32 Skipped: 2

FLEET	Highest Hourly Rate
1	33
2	33.01
3	23.58 converted from 31.00 Canadian
4	\$30.00
5	Competitive with others in the area
6	22
7	
8	24.00 to 28.00
9	35
10	33
11	30
12	30
13	36
14	\$30.00
15	27.65
16	
17	35.56
18	26
19	24
20	35
21	23
22	27
23	\$19.00
24	39
25	32
26	\$32.63
27	33
28	\$35.00
29	\$26
30	30
31	27.37
32	\$29
33	21
34	dependent upon Union affiliation and US location)

Q10 How does an employee advance his or her career within your company's operation?

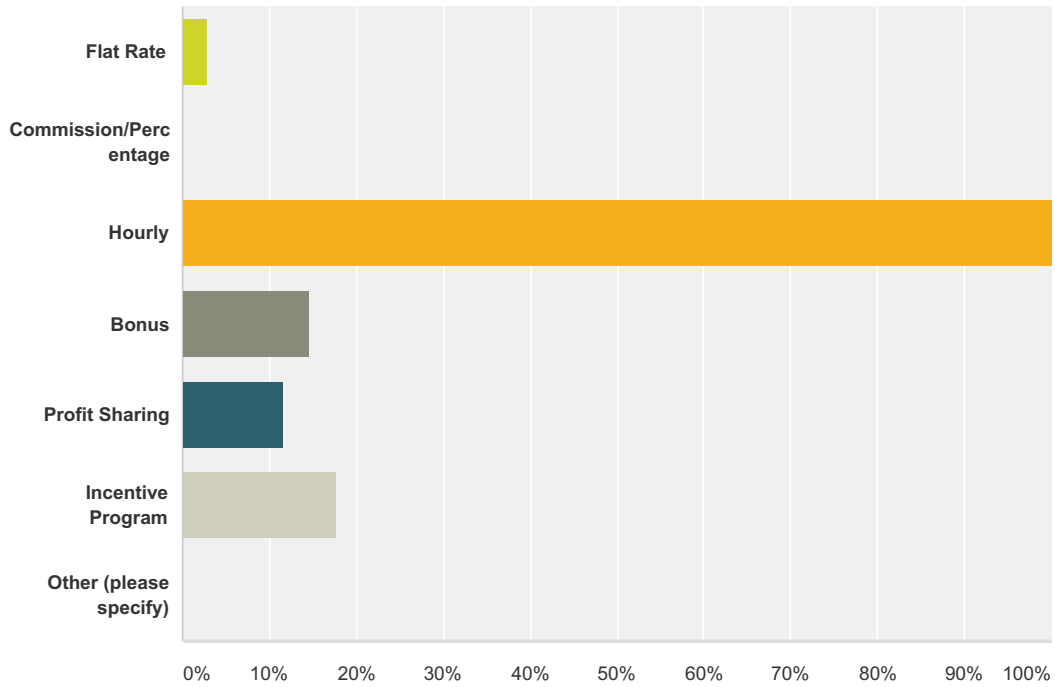
Answered: 34 Skipped: 0



Answer Choices	Responses	
Completion of training	14.71%	5
Mentorship	2.94%	1
Certification	8.82%	3
Performance Evaluation	50.00%	17
Other (please specify)	23.53%	8
Total		34

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

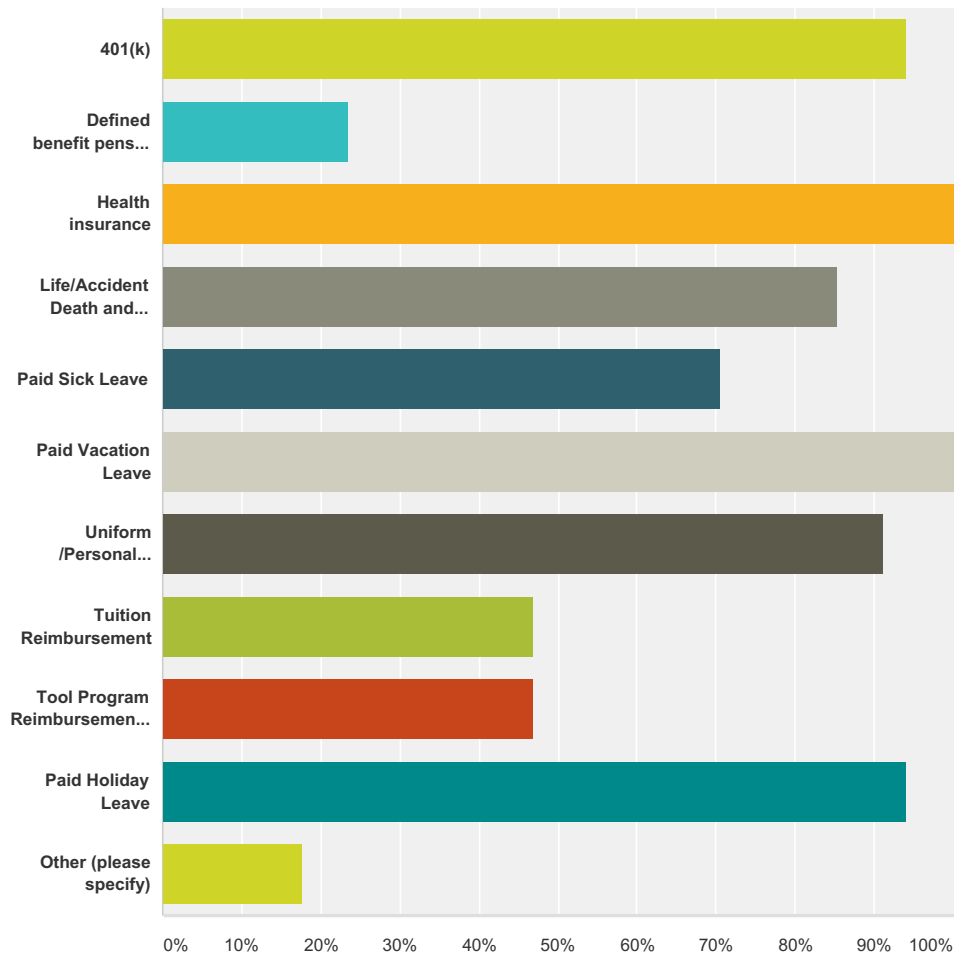
Answered: 34 Skipped: 0



Answer Choices	Responses	Count
Flat Rate	2.94%	1
Commission/Percentage	0.00%	0
Hourly	100.00%	34
Bonus	14.71%	5
Profit Sharing	11.76%	4
Incentive Program	17.65%	6
Other (please specify)	0.00%	0
Total Respondents: 34		

Q12 What benefits does your company provide for your technicians? (Check all that apply)

Answered: 34 Skipped: 0



Answer Choices	Responses	
401(k)	94.12%	32
Defined benefit pension plan	23.53%	8
Health insurance	100.00%	34
Life/Accident Death and Dismemberment Insurance	85.29%	29
Paid Sick Leave	70.59%	24
Paid Vacation Leave	100.00%	34
Uniform /Personal Protection Equipment Allowance	91.18%	31
Tuition Reimbursement	47.06%	16
Tool Program Reimbursement/Discounts	47.06%	16
Paid Holiday Leave	94.12%	32
Other (please specify)	17.65%	6
Total Respondents: 34		

Q13 Do you have any additional thoughts to share regarding technician compensation?

Answered: 9 Skipped: 25

- We pay technicians to do online training in numerous areas provided by OEM and After Market. This is a flat hourly rate per certification.
- Combined Hourly plus incentive equated to gross earnings for the top four techs of:
\$75,432.36 \$76,889.66 \$89,226.69 \$93,227.67
- Signing bonus becoming essential!
- The big thing we sell is work environment: safe, friendly, clean. we also listen to their concerns. Another part is we involve them in the decision process. We have strong leaders that speak with respect.
- We are an Electric/Gas Utility that maintains our private fleet. Wages and benefits are negotiated and tend to fall in line with other occupational groups within the company.
- Incentive Programs seem to motivate the new Technicians.
- Pay should be based on a matrix that would be an incentive to complete training and certifications.
- THEY RECEIVE \$.50 ADDITIONAL PAY FOR EACH ASE CERT.
- Fleet shops need to play catch up on what tech wages should be. Fleet shops are looked at as a “cost center”, not what we are a “savings center.” I know several in my area that top their techs out at \$19 and hour, and then they want to complain about the quality of tech they get and the amount of downtime they incur.

