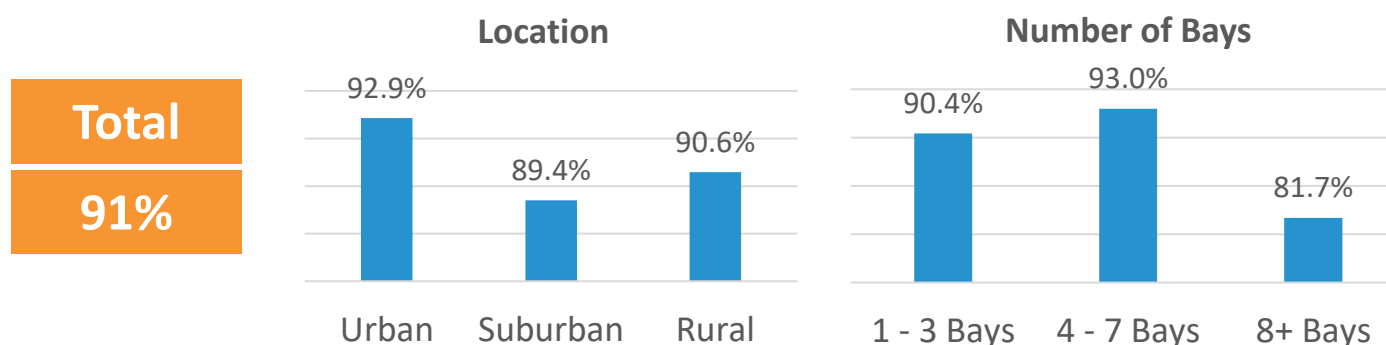




Independent Repair Shop Health Metrics

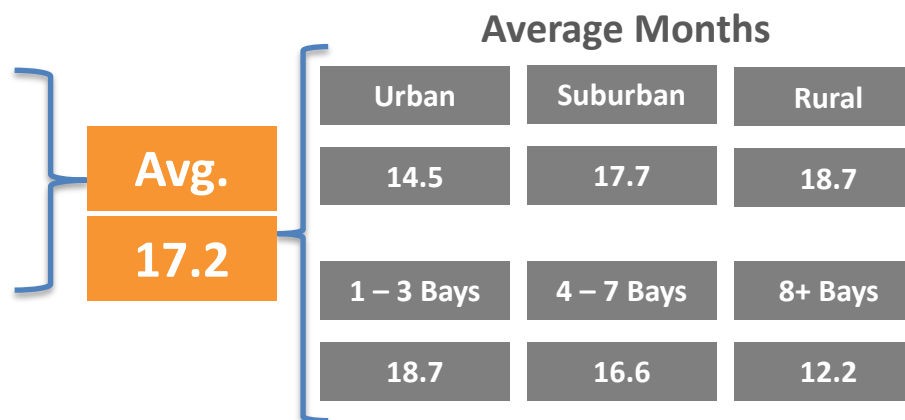
As of December 2020, ninety-one percent of independent repair shops reported a decrease in revenue this year. 18.5% of shops report they have returned to 'normal' revenue levels while 1.3% do not expect to financially recover. In May 2020, shops had a more optimistic view on when revenue recovery would occur ([May 2020 - IMR Insight](#)). However, 10 months into the pandemic 17.4% of shops expect it to take more than a year to recover which is up from May when only 2.5% of shops expected it to take more than a year to recover.

Percent of Shops Experiencing a Decrease in Revenue



When Shops Expect to Return to 'Normal' Revenue Levels

	Total	Urban	Suburban	Rural
1 - 3 Months	1.8%	1.7%	2.2%	1.5%
4 - 6 Months	8.4%	9.4%	10.4%	6.4%
7 Months - 1 Year	11.7%	17.9%	8.9%	9.9%
More than a Year	17.4%	16.2%	17.0%	18.3%
Will Never Recover	1.3%	0.0%	1.5%	2.0%
We've already recovered	18.5%	23.1%	15.6%	17.8%
Don't know	41.0%	31.6%	44.4%	44.1%



Average Weekly ROs
May 2020

32.6

Average Weekly ROs
November 2020

46.3



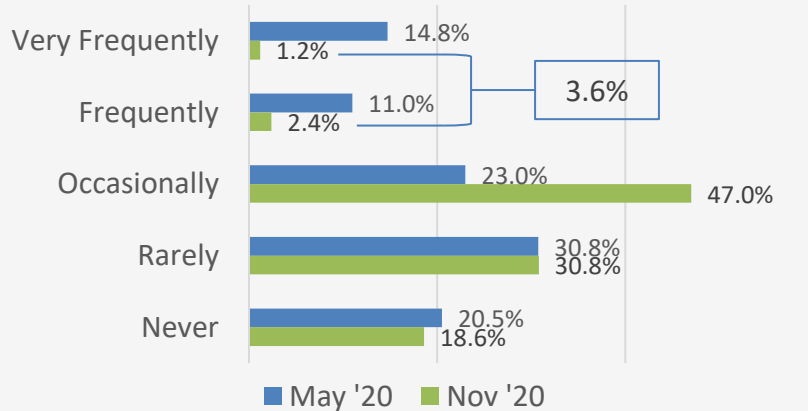
Repair Shop Part Delivery Disruption

During the peak pandemic lock-down months, independent repair shops reported having a disruption in sourcing or purchasing parts. In May 2020, 25.8% said they either 'Very Frequently' or 'Frequently' had a disruption. That has now decreased to 3.6% and more shops are experiencing this issue 'Occasionally'. As of December 1, 2020, nearly 20% of independent repair shops report purchasing parts from suppliers that are new to them, down from 47.2% in May. The purchase frequency is low with 58.6% reporting they rarely purchase from these new suppliers.

Other than the primary suppliers you typically used prior to the pandemic, are you purchasing parts from other parts suppliers that are different or new to your shop?

	Total	Urban	Suburban	Rural	1 - 3 Bays	4 - 7 Bays	8+ Bays
Yes	19.8%	20.6%	22.5%	17.5%	31.3%	18.5%	7.0%

How frequently have you experienced a disruption in getting parts for the vehicles you service?



How frequently are you purchasing parts from those new suppliers?

