

	Total	Urban	Suburban	Rural	1 - 3 Bays	4 - 7 Bays	8+ Bays
Keeping staff/Customers safe/Social distancing	55.0%	55.1%	58.1%	53.8%	22.7%	63.6%	72.3%
Getting customers/Keep shop running/Returning to normal hours	44.0%	42.1%	43.4%	44.1%	35.3%	46.8%	46.2%
Getting parts on time	34.0%	34.6%	34.6%	34.0%	21.0%	38.9%	33.8%
Getting parts/Finding suppliers with parts in stock	29.2%	31.8%	30.9%	27.1%	20.2%	33.9%	23.1%
Making payroll/Keep techs working	29.0%	29.0%	30.1%	29.1%	15.1%	28.5%	56.9%
Recovering financially from COVID	21.0%	21.5%	20.6%	20.6%	18.5%	21.2%	24.6%
Rising costs of parts/Keeping prices affordable for customers	15.2%	15.9%	14.0%	16.2%	21.8%	14.9%	4.6%
Find a way to compete with larger chains/dealerships	9.8%	5.6%	11.0%	11.3%	19.3%	7.9%	1.5%