

	Total	Retailer 1 st Call	WD 1 st Call
Keeping staff/customers safe/social distancing	55.0%	65.6%	49.4%
Getting customers into the shop/Keep shop running/Returning to normal hours	44.0%	42.8%	44.7%
Getting parts on time	34.0%	38.3%	31.8%
Getting parts/Finding suppliers with parts in stock	29.2%	36.1%	25.5%
Making payroll/Keep techs working	29.0%	35.6%	25.5%
Recovering financially from COVID	21.0%	28.3%	16.7%
Rising costs of parts/Keeping prices affordable for customers	15.2%	10.0%	18.2%
Find a way to compete with larger chains/dealerships	9.8%	6.1%	11.9%