

NORTHWEST AUTOMOTIVE TRADES ASSOCIATION

AUTO OUTLOOK

VOLUME 14
May | June | July 2011

NATA Mechanical Compensation and Benefits Survey

Management Focus:

Employee Handbook: Check Under the Hood

Finding New Places, Ways to Recruit Employees

NATA Member Charles Dillard is NABC 2011 Pride Chairman

**Spring Classic Auto Exhibit & Gathering
at Portland Transmission Warehouse.**



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Front cover photos of the Spring Classic Auto Exhibit and Gathering
by **Dan Tidwill** from Image Engineering Photography
www.imagee.com

Interested in Serving on the Board of Directors for Northwest Automotive Trades Association?

The Nominating Committee of the Board of Directors is on a recruiting mission for people who may want to serve on the NATA Board. If you have an interest in automotive issues, are an owner or principal shareholder of, or key employee designated by the owner or principal shareholder of a member which is in good standing, then you may be interested in exploring volunteer service on the NATA Board. Meetings are held quarterly, some in person and some by conference call. Board members are elected for a one-year term.

If you would like more information, call executive director Barbara Crest, 503 253-9898, or 800-730-7282.



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Executive Director
Barbara Crest

The Allure of the Automobile

There will be tops down and hoods up when 16 of the world's most luxurious, rare, and brilliantly conceived automobiles go on display at the Portland Art Museum this summer. From the avant garde 1937 Hispano Suiza owned by French apéritif baron André Dubonnet, to the ultra-cool 1957 Jaguar XK-SS roadster once owned by Hollywood legend Steve McQueen, the exhibition showcases the golden age of automobile design.

NATA Board Vice President Ross Bradshaw was asked to serve on a committee to recruit and jury selections for **Cars in the Park**, the local car club event in the Park Blocks, combined with **The Allure of the Automobile** at the Portland Art Museum June 11 through September 11.



NATA will be giving away a pair of tickets each week during the show. If you'd like to get your free tickets, send an email to barbara@aboutnata.org. The drawing will take place each Monday through the show. Winners names will be announced on the homepage of www.aboutnata.org. Don't miss your NATA member only chance to live the golden age of automobiles in Portland this summer with this free drawing!

Employee Handbook: Check Under the Hood

The management of employees can be more vast and complex than the ins and outs of automotive repair. That is why the article "Keeping Your Employee Handbook Up-to-Date" is sound advice from employment attorneys about employee handbooks. Need help? NATA has contracted with Koop Consulting Services to develop a template for members to use for your company employee handbooks. This template is a FREE SERVICE to our members. If you are interested, call the NATA office, 503-253-9898, or 1-800 730-7282. If you need customized policies, Koop Consulting will work with you at an additional charge.

And Finally

About a month ago, I received a call from the president of the national Alliance of State Automotive Aftermarket Associations. This collective group came with the merger of Oregon Automotive Parts Association in 2006. They meet annually in Las Vegas, as a part of the APEX and SEMA shows. The current president asked if I would be interested in filling the slot of Vice President now through the annual show in Las Vegas, and become president of ASAAA for the coming year. Duties of ASAAA includes national networking with other state aftermarket executives, and working on a national level to shine a spotlight on the automotive aftermarket, and working with regulators, national legislators, CEOs and other leaders of aftermarket businesses.

I was both thrilled and honored to be asked to serve in these leadership roles on a national level. NATA will benefit by having more and extensive contacts in the automotive aftermarket, and I will benefit by moving in to a leadership role for this national association.

Have a great summer, visit **The Allure of the Automobile** at Portland Art Museum and **Cars in the Park** in the Portland Park Blocks every Saturday, and enjoy your special time with family and friends!

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An increasing number of senior citizens rely on their own car to maintain mobility.

Because many senior citizens live on fixed incomes, they are keenly interested in the best quality and most affordable services to keep their vehicles running properly.

The **Senior Center for Health & Security** warns that senior citizens, along with other vehicle owners, could lose access to quality, low-cost auto repair services if car companies continue to withhold diagnostic data and tools.

“Currently, only the automobile manufacturers and their dealers have access to all of the information stored in a vehicle’s computer about the mechanical problems and parts needed to fix a problem,” the Center concludes in a recent report.

The Center supports **Right to Repair** because it “ensures the availability of all the information needed by independent repair shops, putting consumers back in charge of their vehicle repairs.”

**Affordable repairs,
consumer choice
are key to keeping
our seniors mobile**



Support Right to Repair
It's just that simple

Find out more about senior mobility at www.righttorepairoregon.com

Contact: Dan Jarman at danj@cfmpdx.com or 503.887.0284

Keeping Your Employee Handbook Up-to-date

If it's been a while since you've reviewed – or had an employment attorney review – your employee handbook, make this the year you get that done. Here are a number of things employment attorneys said about manuals they've reviewed recently.

- Although you want to try to keep the manual simple and easy-to-understand, it also should be complete. You can't just say, for example, that "All employees get the following holidays off..." unless you mean ALL employees, even temporary or part-time employees. Make it clear whether employees get the holidays off with or without pay.
- Address email and Internet usage. Among the suggested provisions: You may not display, download or email sexually explicit images messages or cartoons, or use computers or email for ethnic slurs, racial comments, off-color jokes or anything that another person might take as harassment or disrespect. You should also reserve the right to monitor computer and email usage.
- The handbook should have a cell phone policy, specifically noting that employees are prohibited from using a cell phone while operating a customer or shop vehicle unless the vehicle is stopped and out of any roadway traffic lane.
- If you have, or are considering adding, security cameras throughout your shop and property, have a policy in the handbook that says you may perform video surveillance of non-private workplace areas to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage harassment or workplace violence.
- Consider a policy that covers conflict of interest, prohibiting employees, for example, from soliciting work for themselves while on company time or property.
- It's important to have employees sign a form that says they have received a copy of the manual and that they agree to abide by the company policies.

Finding New Places, Ways to Recruit Employees

- Ask your current employees. Most of your technicians probably know employees at other shops. Ask them for help in recruiting those who will be a good fit at your business. Offer a bonus to any employee who refers a person you end up hiring.
- Consider advertising nationally through the employment website Monster.com or Craig's List (www.craigslist.com). Free online job postings are also available through Autobody Online (www.autobodyonline.com) and the Automotive Service Association's site (www.asashop.org). You also can post job openings on your own company's website.
- NATA offers job placement assistance, helping match up those looking for work with shops that have openings. Call the NATA office when you have job openings to fill.
- Those leaving the military often post their resumes on searchable websites (such as the Army Career Alumni Program, www.acap.army.mil) that also enable employers to list job openings nationwide.
- The U.S. Department of Labor sponsors the "One-Stop Career Center" (www.careeronestop.org), which is designed to help those who are unemployed or underemployed move to full-time work. In some counties, funding is available to cover up to half of the recruit's first 90 days of employment.

Work with a "temp" agency. Having trouble attracting applicants for your shop's entry-level positions? Call a temporary agency for referrals. One shop owner who has gone this route said not every "temp" has worked out, but letting them go and getting another one is fast and hassle-free – and the shop has eventually hired two "temps" on as regular employees. Once hired, they get an immediate "raise" that doesn't cost the shop anything because the employee gets the full amount the shop was already paying the temp agency.



Employee Compensation and Benefits Survey

This winter, the Northwest Automotive Trades Association conducted a survey of mechanical shops around the state to measure employee compensation and benefits. This is the third year the association has conducted such a survey since 2007. More than 65 shops around the state completed the survey.

Here are some of the highlights of this year's findings.

- **TECHNICIAN WAGES:** Total wages for technicians have remained mostly flat or declined somewhat over the last four years. The average income reported for 43 journeyman technicians in Portland, for example, was \$44,665, down from \$48,000 in 2008 and \$46,000 in 2007. Diagnostic technicians saw a similar decline to \$43,000 from \$48,000-\$49,000 in previous surveys. The decline is likely attributable in part to less work in shops; the average wage per flat rate hour for diagnostic techs actually increased over the four years, so the overall decline would indicate those techs just had less work.
- **HIGHEST WAGES:** As in past years, wages in the Portland market tended to be higher than those elsewhere in the state. The highest reported technician wages (\$72,000 - \$78,000), for example, were in Portland. Although the average service writer wages declined slightly in Portland and Eugene markets, they were still higher there than in most of the rest of the state.


- **ENTRY-LEVEL TECHNICIANS:** Wages for those defined as entry-level workers at shops held fairly steady between 2008 and 2011. But there appears to be a significant decline in the number of entry-level positions within shops. In 2007 and 2008, about half of the responding shops reported having an entry-level worker. In 2011, only one in four did.
- **MEDICAL INSURANCE:** Despite significant increases in the costs of offering medical insurance for employees, there has not been a significant increase over the four years in the percentage of shops not offering employees some sort of medical coverage. In the greater Portland market, for example, only 1 out of 10 shops offer no such coverage, about the same as in 2007.

There has been some change in the types of coverage offered, however. In Portland, for example, far fewer shops are offering vision insurance, though more are offering supplemental insurance, such as AFLAC.

Shops also appear to be asking employees to pick up more of the cost of the insurance offered. In Portland, for example, the percentage of shops picking up 100 percent of the employee's medical insurance costs has dropped to 62 percent, down from 74 percent in 2008 and 77 percent in 2007.

Across the state, shops also are picking up a smaller percentage of the premium to cover an employee's family.

2011 NATA Mechanical Employee Compensation Survey Results

 NW Automotive Trades Assn.	SURVEY TOPICS					
	Greater Portland Area	Salem Albany Corvallis Area Including Brooks	Eugene Springfield Area	Southern Oregon Medford Kalamath Falls Grants Pass Central Point	Central Oregon Bend Redmond	Northeast Oregon Hermiston John Day Pendleton
Number of participating businesses:	41	5	6	6	4	3
Average number of bays	6	7	6	7	5	8
Average number of technicians	3	3	4	4	2	4
Average number of office staff	2	2	1	2	1	1
Health Insurance offered:						
• Medical	83%	80%	83%	83%	100%	67%
• Dental	56%	80%	50%	50%	25%	0
• Vision	29%	20%	33%	50%	0	0
• Supplemental	29%	60%	17%	0	0	0
• None	10%	20%	17%	17%	0	33%
Of those who offer health ins., average % of EMPLOYEE premiums paid by the company?	82%(62% pay 100% of premium)	100%	100%	80%	97%	100%
Of those who offer health ins., average % of FAMILY premiums paid by the company?	15%(70% pay 0% of premium)	0%	0%	5% (80% pay 0% of premium)	10%	0%
Retirement Plan:						
• None	57%	40%	50%	66%	50%	33%
• Simple IRA	7%	0	0	17%	0	0
• SEP	17%	20%	17%	0	25%	33%
• IRA	2%	20%	0	0	0	33%
• 401(k)	17%	20%	33%	17%	25%	0
• Unspecified plan	0	0	0	0	0	0
Of those who offer retirement plans, % that the company contributes	78%	66%	100%	100%	100%	100%

2011 NATA Mechanical Employee Compensation Survey Results

SURVEY TOPICS	Greater Portland Area	Salem Albany Corvallis	Eugene Springfield Area	Southern Oregon	Central Oregon	Northeast Oregon
Percent offering: • ASE Testing Fees	83%	40%	100%	83%	75%	66%
• Bereavement Leave	32%	0	33%	0	50%	0
• Education/Training (Tuition/wages)	68%	40%	83%	83%	100%	33%
• Holiday Pay	78%	60%	83%	50%	50%	100%
• Life Insurance	15%	20%	0	17%	0	33%
• Sick Leave	37%	0	17%	0	25%	33%
• Uniforms	98%	100%	67%	100%	50%	100%
• Annual Bonus	46%	40%	67%	67%	75%	33%
• Monthly or Other Bonus	34%	0	17%	50%	25%	33%
• Use of Shop for personal cars	83%	80%	100%	67%	75%	100%
• Parts at/near cost for personal use	80%	100%	83%	83%	75%	100%
Most common amount of paid vacation after...						
One year	1 week	1 week	1 week	1 week	1 week	1 week
Two years	2 weeks	1 week	2 weeks	1 week	1-2 weeks	1 week
Three years	2 weeks	1 week	2 weeks	2 weeks	2 weeks	1 week
Four years	2 weeks	1 week	2 weeks	2 weeks	2 weeks	1 week
Five or more years	2 weeks	2 weeks	2 weeks	2 weeks	2 weeks	2 weeks
% that require techs be ASE certified	71%	40%	50%	50%	50%	0
% that pays more for those with certifications	73%	40%	83%	50%	50%	66%

The first number in each category is the number of full-time employees in that job category for which compensation data was submitted.

Diagnostic Tech	34	5	8	1	4	4
Average Total Annual Compensation	\$43,109	\$51,759	\$46,710	\$41,400	\$58,000	not enough data
High/Low Total Annual Compensation	\$78,000/\$25,575	\$61,200/\$42,000	\$65,000/\$40,320	\$41,400	\$64,000/\$52,000	not enough data
Most Common Pay Structure(s)	\$20-\$38 hr (avg. = \$27) or \$15-\$24 hourly (avg. = \$18)	\$24.50-\$25 hr	\$20 per hour	\$3,450 monthly salary	\$25-\$30 hr	not enough data
Entry Level	13	2	0	0	0	0
Average Total Annual Compensation	\$27,615	\$21,116				
High/Low Total Annual Compensation	\$41,000/\$18,000	\$23,232/\$19,000				
Most Common Pay Structure(s)	\$10-\$16 hr (avg. = \$13)	\$9.50-\$11 hr				
Service Writer	21	4	3	2	1	1
Average Total Annual Compensation	\$40,955	\$24,562	\$37,833	\$31,860	\$24,000	\$24,960
High/Low Total Annual Compensation	\$57,000/\$23,700	\$33,600/\$18,000	\$48,500/\$30,600	\$37,200/\$26,520	\$24,000	\$24,960
Most Common Pay Structure(s)	\$3,093 avg. salary per month or mix of hourly or salary and bonus	\$1,500-\$2,800 per month or \$10.50-\$13.50 hourly	\$17 per hour	\$2,210-\$3,100 salary per month	\$12 per hour	\$12 per hour
Service Manager	9	1	6	2	0	0
Average Total Annual Compensation	\$40,955	\$24,562	\$48,000	\$42,000		
High/Low Total Annual Compensation	\$57,000/\$23,700	\$33,600/\$18,000	\$65,000/\$31,000	\$42,000		
Most Common Pay Structure(s)	\$3,300 average monthly salary or mix of hourly or salary with bonus	\$3,400 monthly salary	\$3,000-\$4,000 monthly	\$3,500 salary per month		
Journeyman Technician	42	8	6	7	3	5
Average Total Annual Compensation	\$44,665	\$37,387	\$32,453	\$40,865	\$45,333	\$36,060
High/Low Total Annual Compensation	\$72,000/\$26,832	\$54,000/\$25,000	\$42,000/\$18,720	\$59,300/\$26,520	\$56,000/\$40,000	\$37,440/\$30,000
Most Common Pay Structure(s)	\$16-\$32.64 hourly avg. = \$23 or \$17-\$35 per flat rate (avg. = \$22)	\$8.50-\$18 hourly or \$3,100 - \$3,500 monthly salary	\$9-\$18 hourly (average = \$13.50)	\$29-\$31.45 per flat rate hour or \$2,210-\$3,400 monthly salary	\$25-\$28 per flat rate	\$13-\$18 hourly

NATA Member Charles Dillard is NABC 2011 Pride Chairman

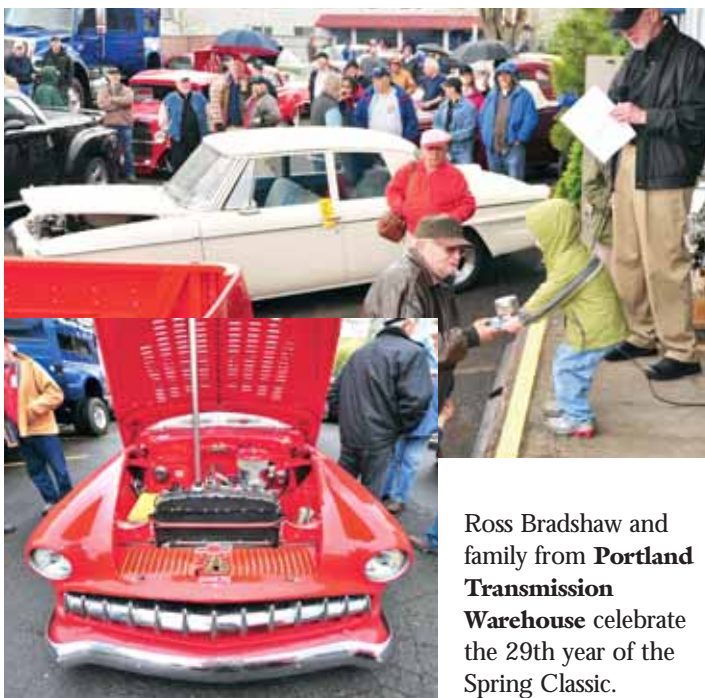
The National Auto Body Council (NABC) is pleased to announce the appointment of its 2011 Pride chairman, Charles Dillard, director of finance at Precision Body and Paint, Beaverton, Oregon. The Pride Award recognizes those individuals or groups from the industry that selflessly contribute to the world around them. The award has been given for bravery, philanthropy, charity, and selfless acts of kindness.

Dillard, through his work at Precision Body and Paint, has an established history of involvement with NABC, including participation in the Recycled Rides initiative which donates refurbished vehicles to working families that need viable transportation. In this way, assuming the reins of Pride can be seen as a natural progression for him.

“The Pride Award is really the essence of what NABC is all about,” says Dillard. “There are people in this industry that do incredible things everyday—not for the glory, but because it is the right thing to do. We need to acknowledge these phenomenal people with whom we work, and Pride has proven an effective vehicle for doing so. I look forward to the challenge of chairing committee for 2011.”

About NABC: NABC is a non-profit organization dedicated to enhancing the image of the collision industry. Our ongoing and continued success is a direct result of the efforts and support of our sponsoring companies and membership. Please contact NABC directly for membership information. Call 1-888-667-7433 (888-66PRIDE) or go to www.autobodycouncil.org.

Spring Classic Auto Exhibit & Gathering



Ross Bradshaw and family from **Portland Transmission Warehouse** celebrate the 29th year of the Spring Classic.

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Kadel's Nu Way Auto Body joined 12 other Kadel's shops as Eco-Biz Certified locations in a ceremony on April 25, 2011. Debra Taevs of Pacific Northwest Pollution Prevention Resource Center conferred the credential congratulating the company on their 13th Eco-Biz certified location.

L to R: Don Braden, President and CEO Kadel's Auto Body, Rodney Edwards, Manager Kadel's Nu Way and Stephen Olson, Safety and Environmental Manager Kadel's Auto Body



"To be certified, a business must go beyond state and local requirements for pollution prevention, completing a rigorous 97 point checklist," Taevs explained. She went on to say that the participation of smaller business was critical because they contribute 30% of all hazardous air pollutants to the atmosphere.

"Obtaining pollution prevention certification is an important way Kadel's Auto Body supports the local community," said Don Braden, President and CEO of Kadel's Auto Body. "We are very proud to have all of our Oregon locations Eco-Biz certified."

The "Eco-Logical" Business Program is a joint project of the Pollution Prevention Outreach Team (Portland, Gresham, Clackamas and Washington counties, Clean Water Services, Metro and the Oregon Department of Environmental Quality). More information and a list of Eco-Biz Shops are available on line at www.ecobiz.org/. Information on the Pollution Prevention Resource Center, a critical partner in the P2O effort is available at <http://pprc.org/about/>.

Founded in 1954, Kadel's is the 10th largest repair provider in the U.S. Since its founding the company has expanded to fourteen locations based on the quality of its repairs and its customer service, its reputation in the communities it serves and its partnership with the insurance industry. Based in Tigard, OR, Kadel's is the region's largest provider of auto body repair services.

Interested in Learning More About Hybrid Technology?

Automotive Research and Design (AR&D) is offering a 5 day Train-the-Trainer class for Hybrid Vehicle Systems at Portland Community College Sylvania Campus, Portland.

The dates are August 1 - 5, 2011. If you are interested please go to the web site listed below for curriculum and costs.

Go to www.autoresearchanddesign.com (On the left side of the home page click on "Training Schedules", then scroll down to "2011 Portland Event Info" and click.

For more information, call AR&D, 1.586.718.9469.

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Poll Finds 2010 was a Better Year for Many Shops

A recent poll done by the International Automotive Technicians' Network indicates 41.3 percent of members had an increase in business in 2010 compared to 2009. Of the 41.3 percent, 28.7 percent report business increased slightly, while for 12.6 percent, business increased significantly.

Business stayed about the same for 18 percent of members. The online poll concluded February 2011 with 4,282 votes from iATN members.

In a similar poll a year earlier, only 32.5 percent of members reported an increase in business in 2009 compared to 2008.

"While the recent poll results show an upward trend and are very encouraging, they also remind us that 2010, compared to 2009, was still a difficult year for a number of shops," said Scott Brown, iATN president.

Approximately 40.8 percent of iATN members reported business was off in 2010. This number, however, also continues to show a positive trend compared to the same poll a year ago when 53.5 percent of members indicated business was off.

A slightly greater trend toward preventive maintenance and speculation that people are keeping cars longer were among the reasons given for an increase in business. A common reason given for the shop's decrease in business was its increased cost of doing business.



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A photograph of a man in a white shirt and red tie, holding a coin over a stack of coins. The man's face is blurred in the background, while his hands and the coins are in sharp focus in the foreground.

In this Economy, Every Penny Counts!

Are you taking advantage of all Insurance discounts as a NATA Member?

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- Property & Casualty
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