

*The 2026 Ratchet+Wrench Industry Survey:*

# COMPLETE REPORT



# 2026 RATCHET+WRENCH INDUSTRY SURVEY

The 2026 Ratchet+Wrench Industry Survey offers auto service professionals insights and trends within the automotive repair industry.

**THIS REPORT COMPILES DATA** from more than 430 survey responses from owners and managers of independent (and some franchise) auto repair shops, many of whom subscribe to Ratchet+Wrench. The goal is to provide a representative snapshot of today's independent automotive service industry.

Conducted during the first quarter of 2026, the survey uses individual and comparative data sets and includes information and data gleaned from across the auto care industry. This information is organized into four sections: Industry Overview, KPIs, Leadership & Workforce, and Tools, Technology & Equipment.

## **INDUSTRY OVERVIEW:**

Provides a broad look at industry identifiers, including background information, educational background, shop data, location by region, and average revenue.

## **KPIs:**

Examines key performance indicators governing sales and customer service at the front of the shop,

as well as efficiency and productivity at the back of the shop.

## **LEADERSHIP & WORKFORCE:**

Explores how auto repair shop owners maintain accountability, manage their operations, and compensate their technicians.

## **TOOLS, TECHNOLOGY & EQUIPMENT:**

Highlights the investment in tools, technology, training, and systems auto repair shop owners make to build successful businesses.

For automotive repair shop owners looking to evaluate their operations across these four areas, the Ratchet+Wrench Industry Report provides valuable peer-to-peer benchmarks to measure and guide future success.

The 2026 Ratchet+Wrench Industry Survey shows an industry balancing growth with caution. Shop owners are investing in people, technology, and emerging services like ADAS and EV repair, while technician shortages, rising costs, and profitability pressures continue to shape decision-making.

## **BY THE NUMBERS** (2026 at a Glance)

- 53% plan to expand
- 54% work with a coach
- 53% have apprenticeship programs
- 46% charge for diagnostics
- 39% plan to invest in EVs

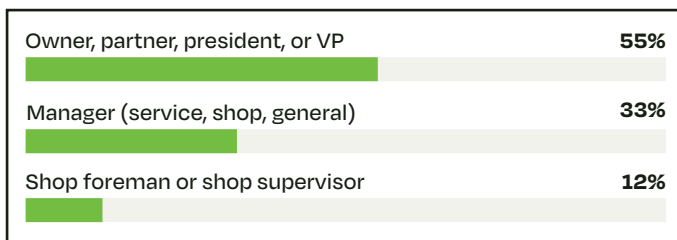
# The Average Respondent

## WHO'S DRIVING THE INDUSTRY IN 2026

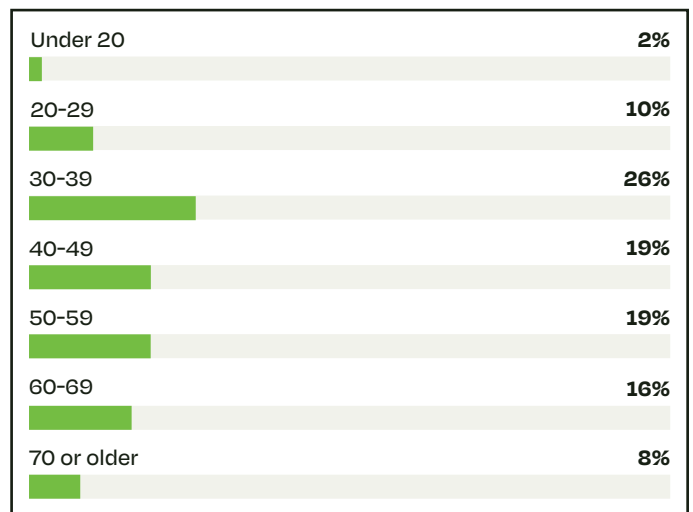
The average respondent is male (69%), while women represent 21% of the sample. The largest age group is 30–39 (26%), followed by 40–49 and 50–59 (19% each), pointing to a strong mid-career leadership base. Experience is a defining trait, with 63% reporting 20 or more years in the industry. Many also advanced through operational roles, as 47% previously worked as technicians and 31% as service writers.

### Breaking it down

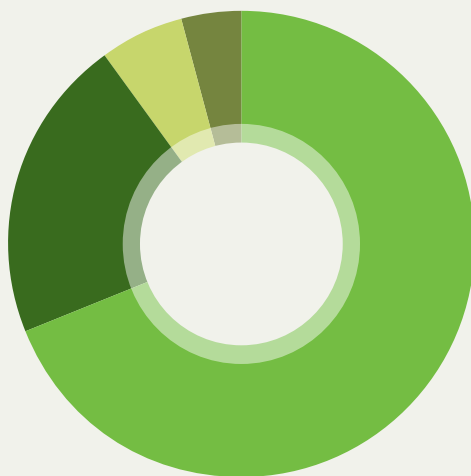
#### POSITION



#### AGE



#### GENDER



69%

Male

21%

Female

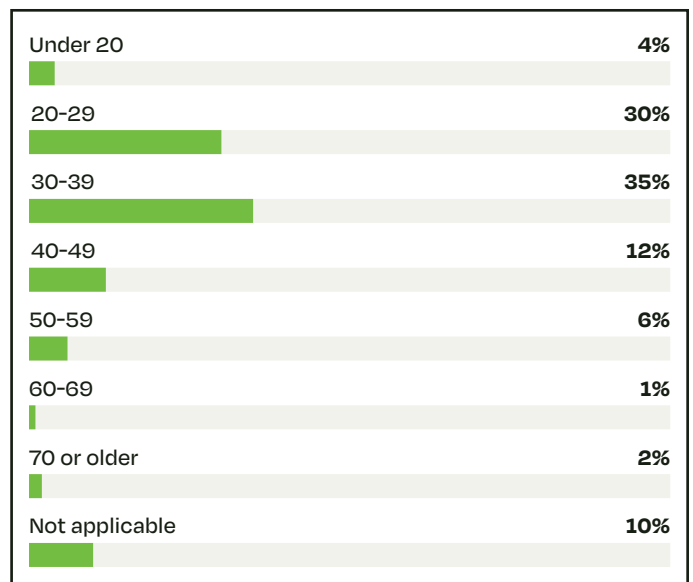
6%

Nonconforming

4%

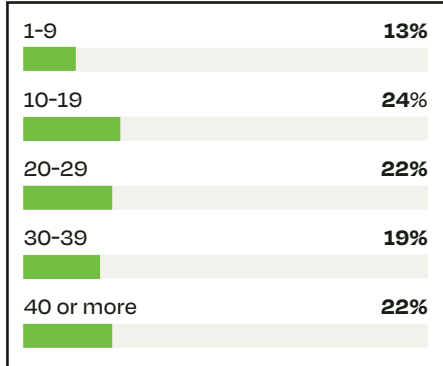
Prefer not to answer

#### AGE OF SHOP OWNERSHIP

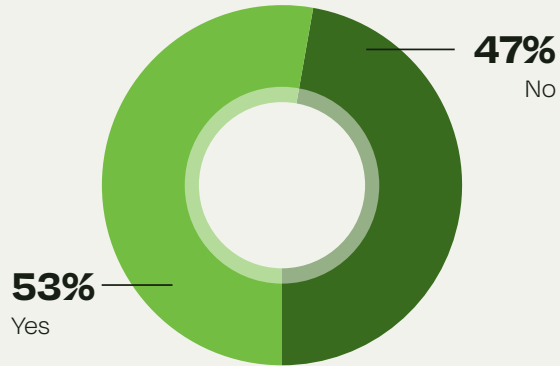


# The Average Respondent

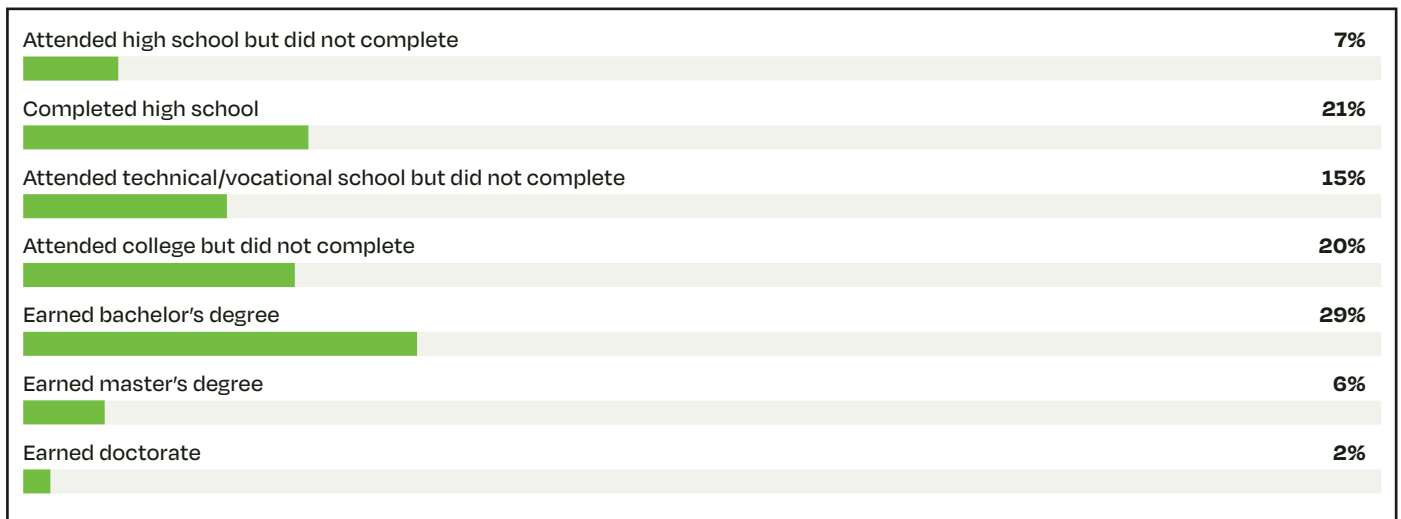
## YEARS IN THE INDUSTRY



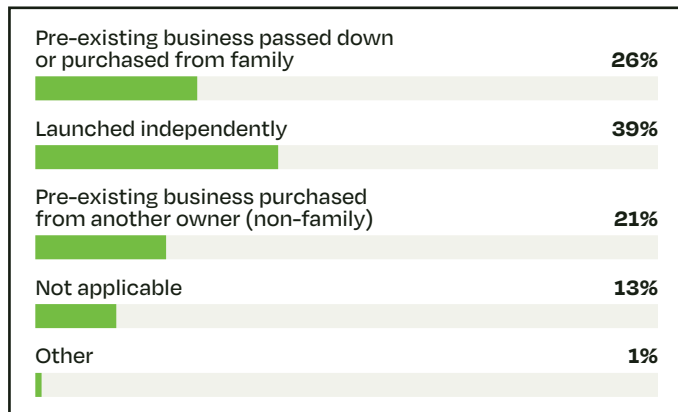
## PARENT INVOLVEMENT IN THE INDUSTRY



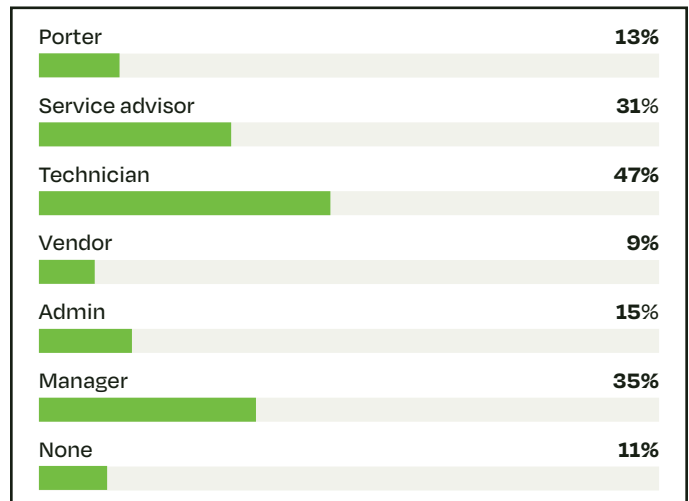
## EDUCATIONAL BACKGROUND



## BUSINESS ACQUISITION



## PRIOR INDUSTRY POSITIONS

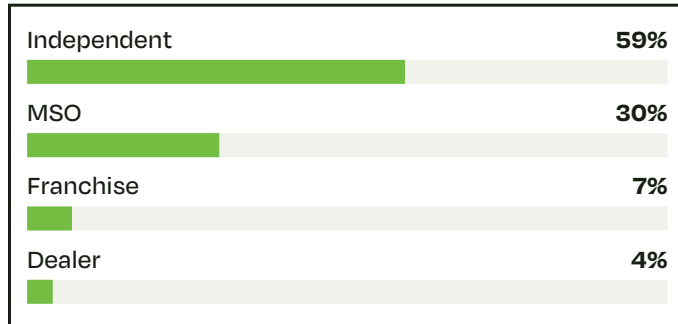


# The Average Shop

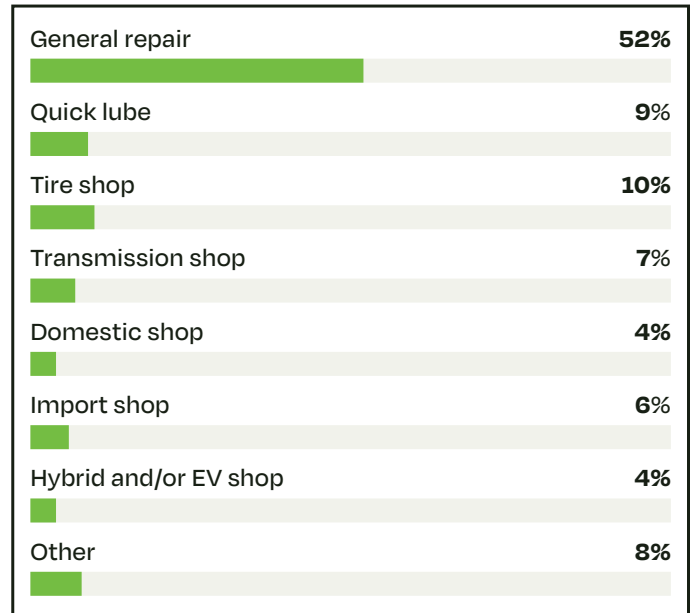
## INSIGHT INTO THE AVERAGE AUTO REPAIR SHOP

Independent general repair shops with an annual revenue range falling between \$1 million and \$2.49 million (30%) are most common while general repair shops account for 52% of respondents.

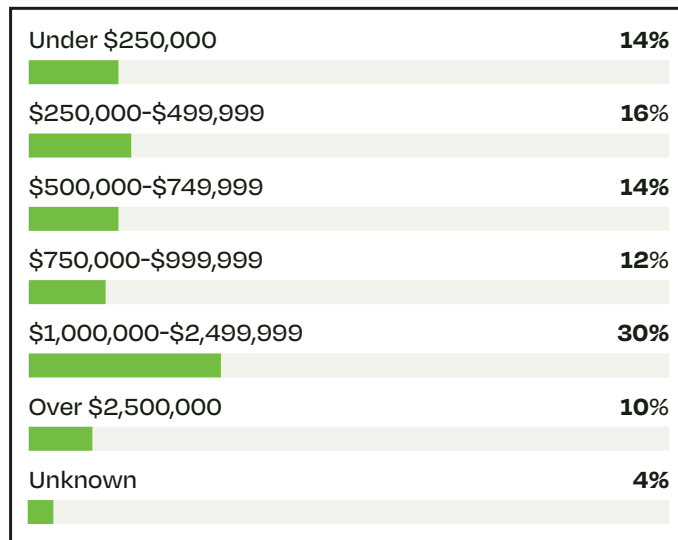
### SHOP TYPE



### TYPE OF BUSINESS



### ANNUAL REVENUE



### ***DID YOU KNOW?***

83 percent of those surveyed by Consumer Reports said they went to a repair shop less than 30 minutes from home.

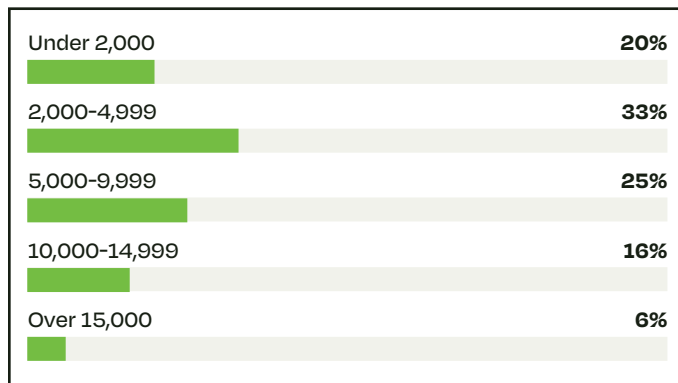
# Average Shop Setup

## A GLIMPSE THROUGH THE WINDOW OF A TYPICAL SHOP

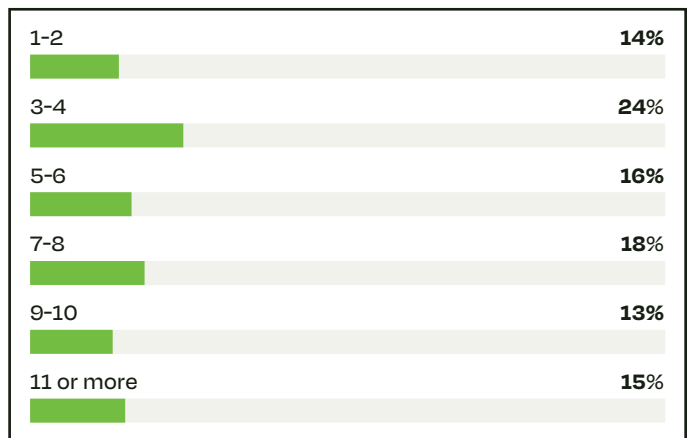
The typical shop is a mid-sized operation with the largest share of respondents operating facilities between 2,000 and 4,999 square feet (33%), employing 3–4 team members (24%), and running 3–4 bays (25%).

### Breaking it down

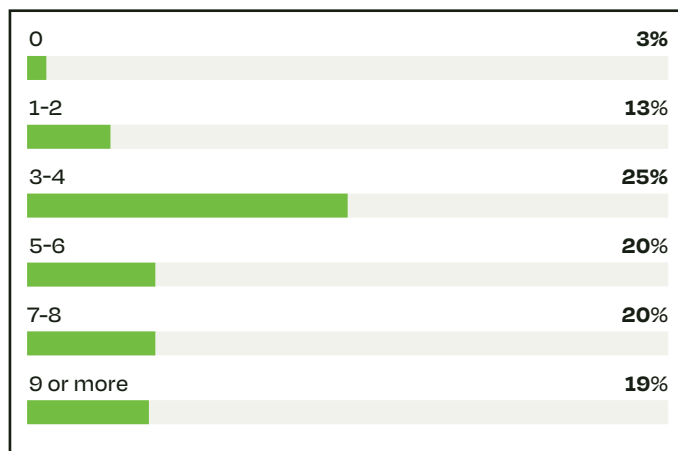
#### SHOP SIZE (in square feet)



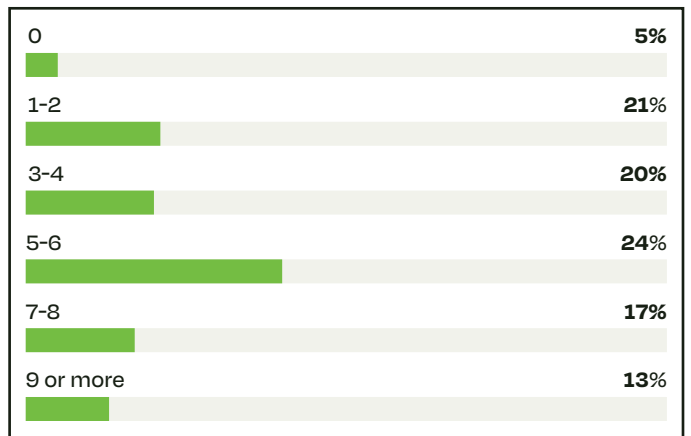
#### NUMBER OF EMPLOYEES



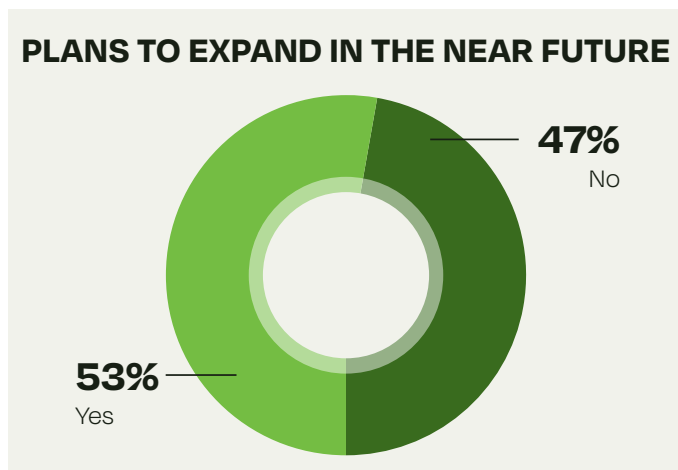
#### NUMBER OF BAYS



#### NUMBER OF LIFTS



#### PLANS TO EXPAND IN THE NEAR FUTURE



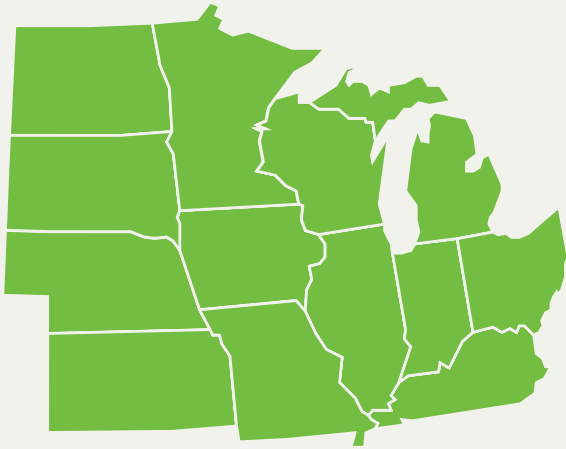
# Location, Location

IN WHICH REGION IS YOUR BUSINESS LOCATED?

**MIDWEST**

**27%**

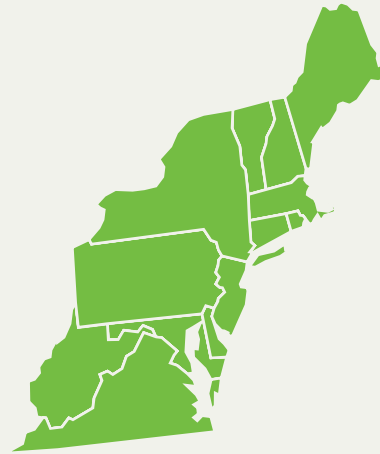
(IA, IL, IN, KS, KY, MI, MN, MO, ND, NE, OH, SD, WI)



**NORTHEAST**

**31%**

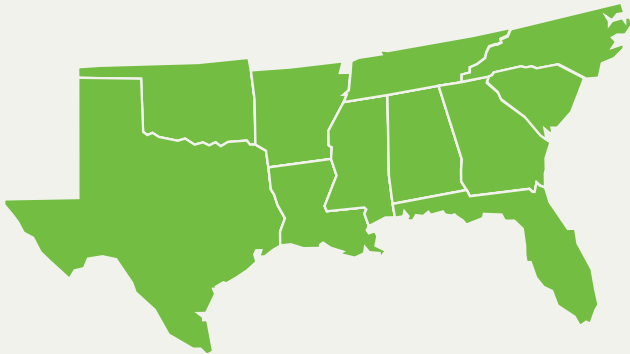
(CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV)



**SOUTH**

**25%**

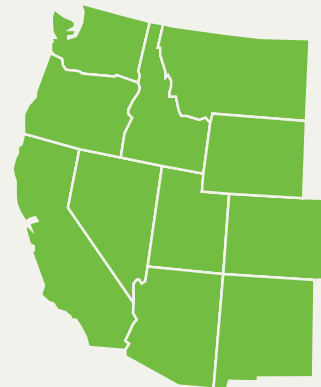
(AL, AR, FL, GA, LA, MS, NC, OK, SC, TN, TX)



**WEST**

**17%**

(AK, AZ, CA, CO, HI, ID, MT, NV, NM, OR, UT, WA, WY)



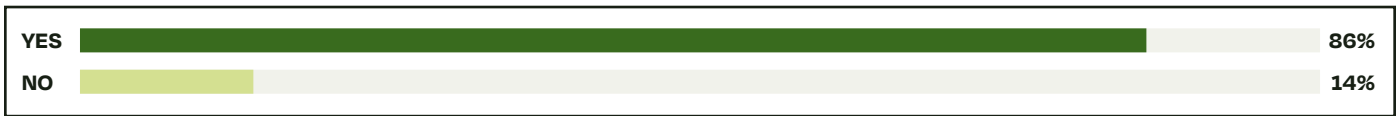
# KPI REPORT



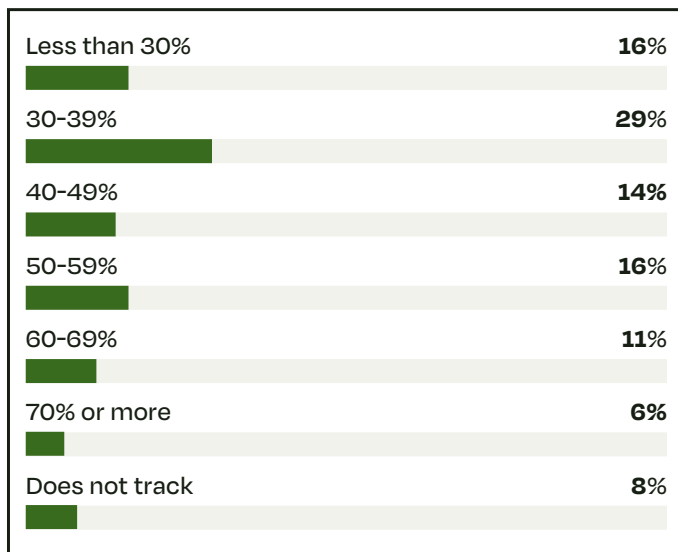
# Importance of Tracking KPIs

KPI tracking remains one of the strongest indicators of success, with 86% of shops measuring performance and those businesses three times more likely to exceed \$1 million in revenue. The largest share also report overall gross profit margins of 50–59% and net profit margins of 15–19%, while some shops still miss growth opportunities by not tracking core metrics like net profit or opportunity per vehicle.

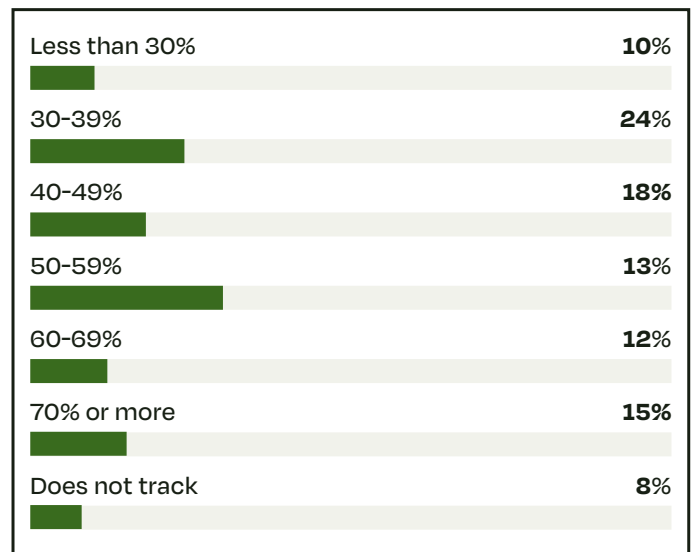
## DOES YOUR BUSINESS TRACK KPIs?



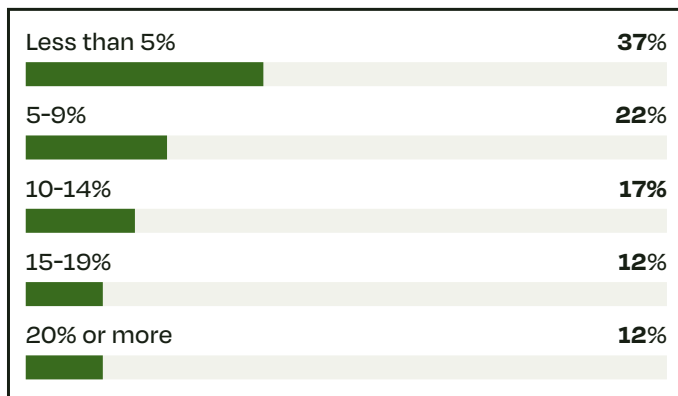
## PERCENTAGE OF OVERALL SALES VOLUME FROM MAINTENANCE



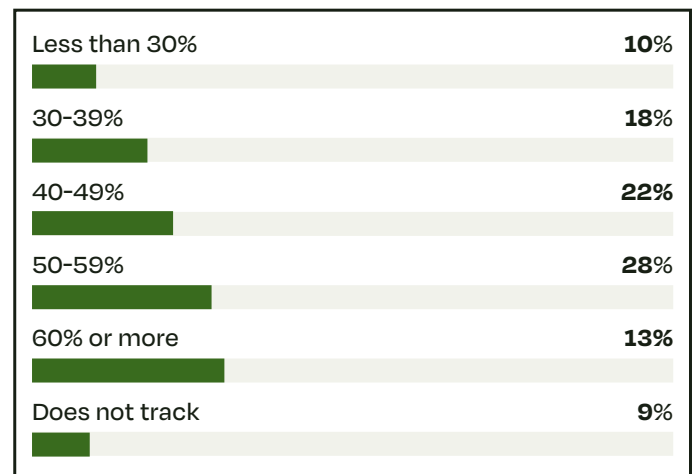
## PERCENTAGE OF OVERALL SALES VOLUME FROM REPAIR WORK



## PERCENTAGE OF OVERALL SALES VOLUME FROM TIRE SALES

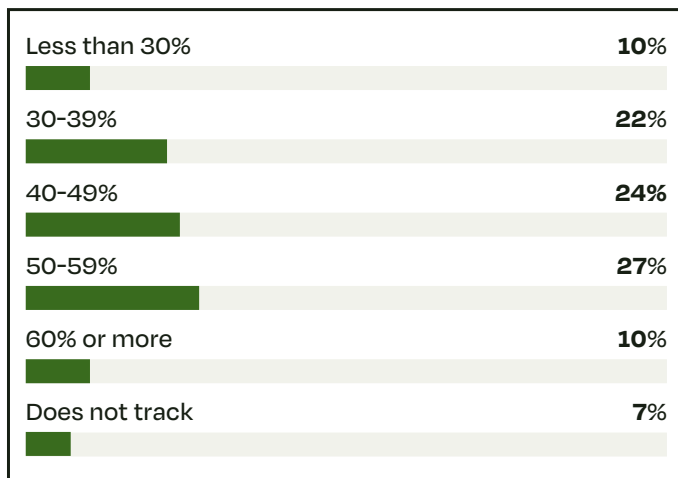


## OVERALL GROSS PROFIT MARGIN

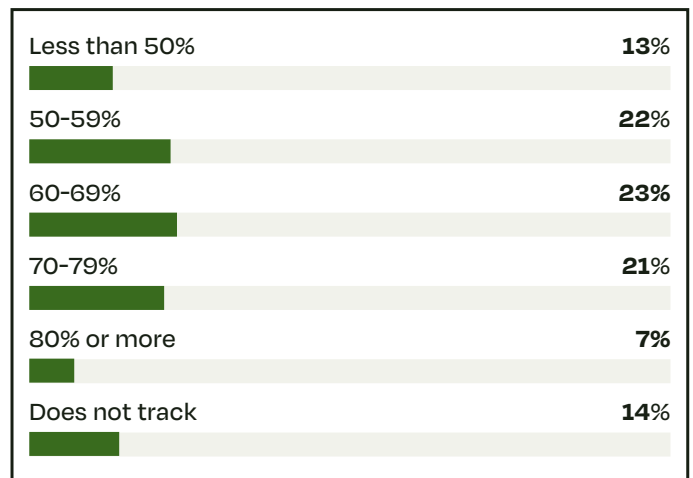


# Importance of Tracking KPIs

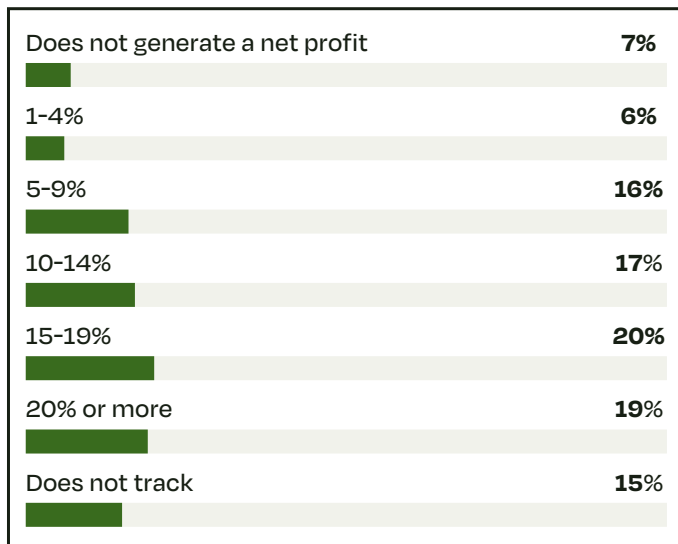
## GROSS PROFIT MARGIN ON PARTS SALES



## GROSS PROFIT MARGIN ON LABOR SALES



## OVERALL NET PROFIT MARGIN



### What This Means for Your Shop

KPI Tracking Drives Growth: With 86% of respondents tracking KPIs—and those shops being significantly more likely to exceed \$1 million in revenue—the message is clear: measuring performance matters. Shops that know their numbers can make faster, smarter decisions.

The average daily car count per bay is 2.2 vehicles.

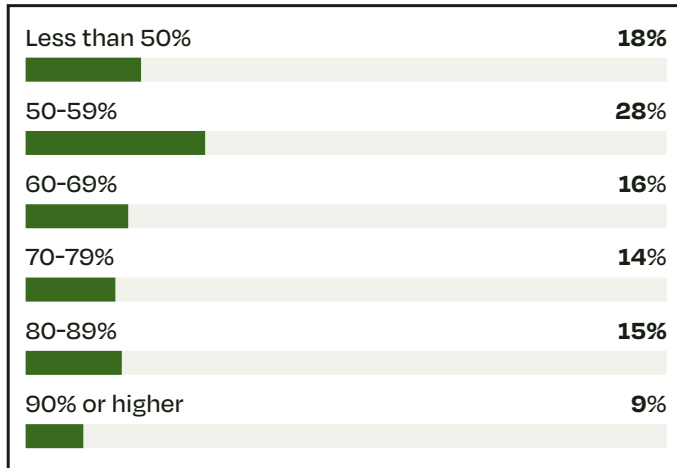
(Source: PartsTech)

# Sales Performance

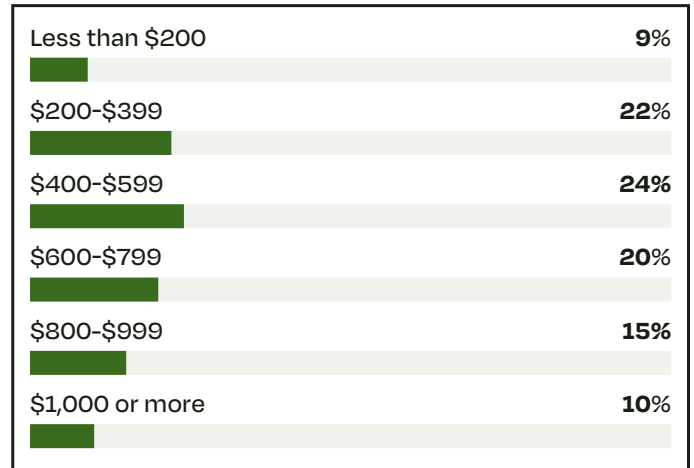
## SHINING A LIGHT ON SALES OPPORTUNITIES, CAR COUNTS, AND CAR THROUGHOUT

Most shops convert between 50% and 59% of recommended work, while only 9% report closing ratios above 90%. The largest share of respondents report finding \$1,200–\$1,499 in potential work per car, though nearly one in five shops still do not measure or understand this metric.

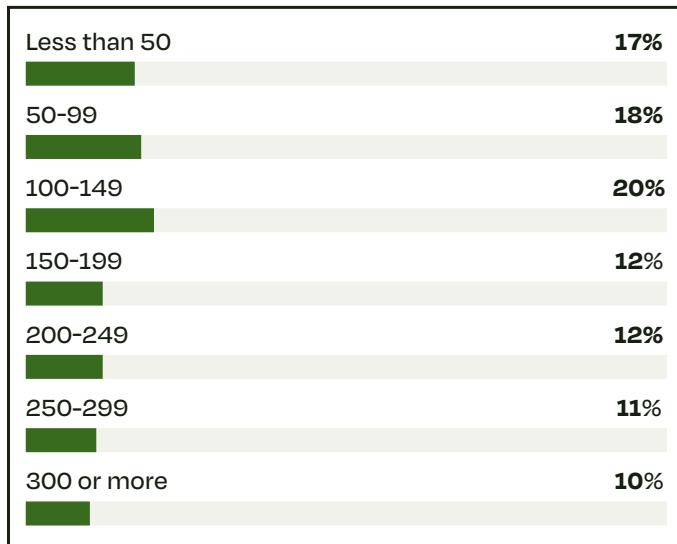
### SALES CLOSING RATIO



### DOLLAR AMOUNT OF AVG REPAIR ORDER



### AVERAGE MONTHLY CAR COUNT



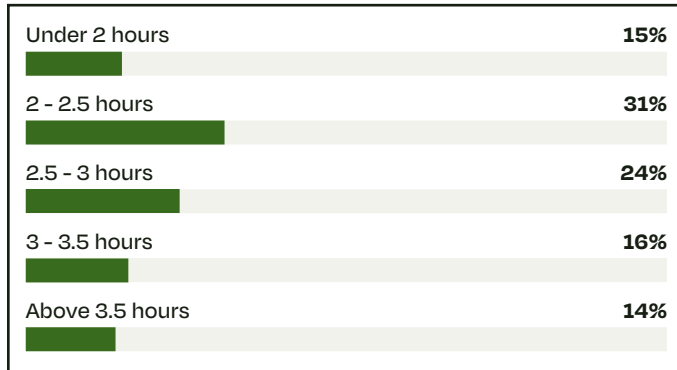
According to Consumer Reports, customers prefer independent shops over dealerships based on trustworthiness, reasonable prices, knowledgeable mechanics, and good reputation.

# Making the Sale

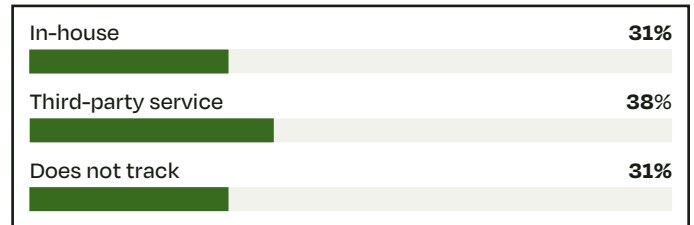
## A LOOK AT THE AVERAGE CAR COUNT, ARO, OPPORTUNITY, AND CLOSING RATIO

For more than half of auto repair shops, the average repair order is above \$600. On the same token, less than a one-fifth of shop owners report a vehicle opportunity of \$1,500 or more.

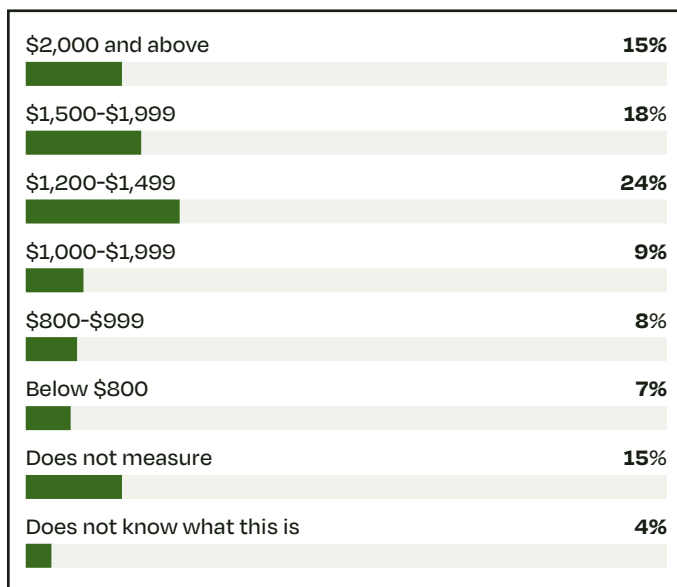
### AVERAGE TIME SPENT ON EACH REPAIR



### HOW DO YOU MEASURE YOUR CUSTOMER SERVICE INDEX (CSI) SCORE?

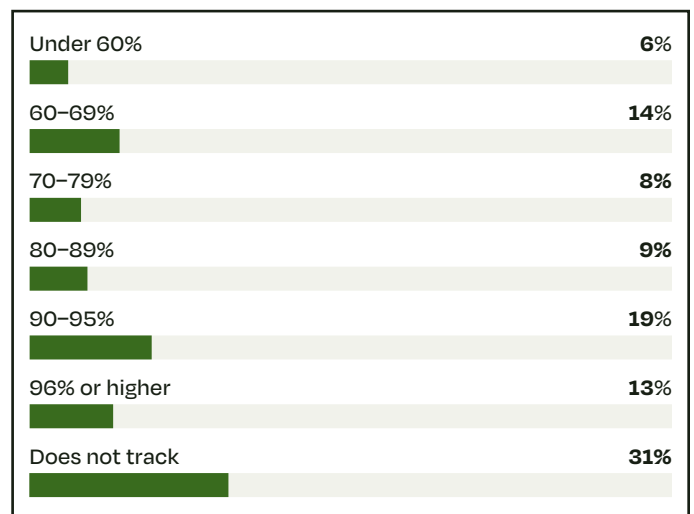


### AVERAGE OPPORTUNITY\* PER VEHICLE



\*average amount of work found on a car—sold and unsold

### WHAT IS YOUR AVERAGE CUSTOMER SERVICE INDEX (CSI) SCORE



## Peer Benchmark: How Do You Compare?

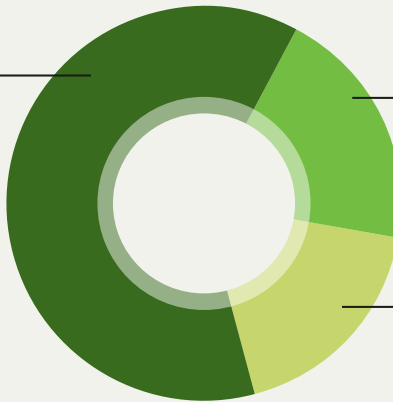
The most common annual revenue range in 2026 was \$1 million to \$2.49 million. The most common average repair order fell between \$400 and \$599. Where does your shop stand?

# Labor Rates

Shops are becoming more strategic about labor pricing, with 62% factoring loaded expenses into labor cost and roughly half having raised their labor rates in the past two years. While labor rates, technician efficiency, and productivity metrics show that many shops are still refining their execution, the data also highlights clear opportunity: as pricing strategies strengthen, greater consistency in tracking and optimizing performance could help more shops fully realize the impact of those rate increases.

## DO YOU CONSIDER LOADED EXPENSES FOR YOUR COST OF LABOR?

**62%**  
Yes

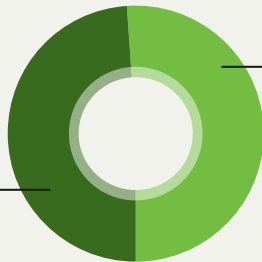


**20%**  
No

**18%**  
Unsure

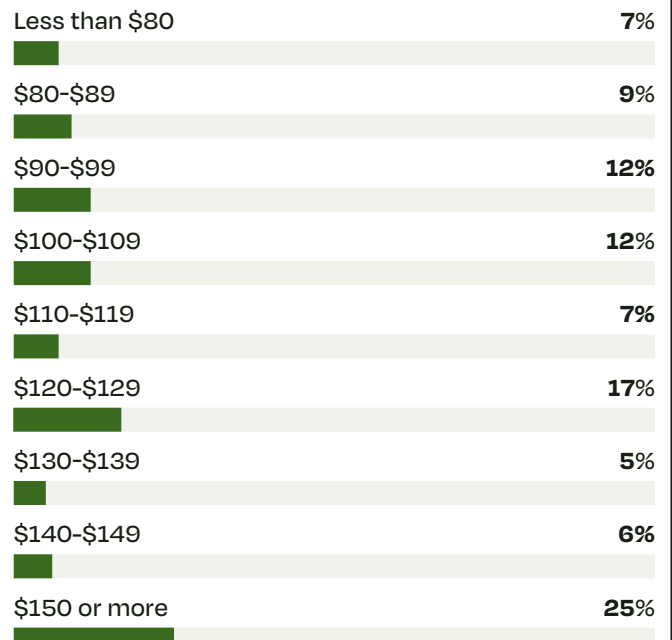
## HAVE YOU RAISED YOUR LABOR RATE IN THE LAST 2 YEARS?

**49%**  
Yes

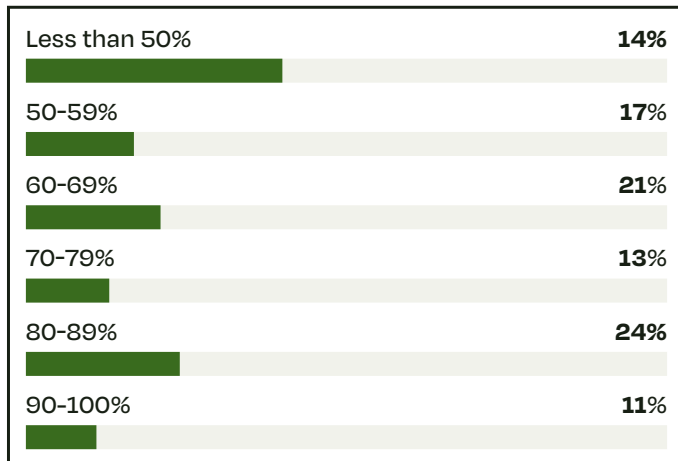


**51%**  
No

## WHAT IS YOUR POSTED LABOR RATE?

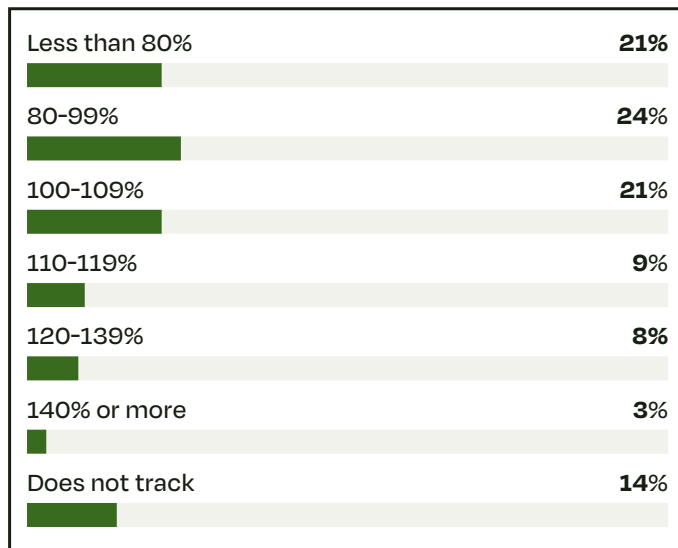


## WHAT IS YOUR EFFECTIVE LABOR RATE?

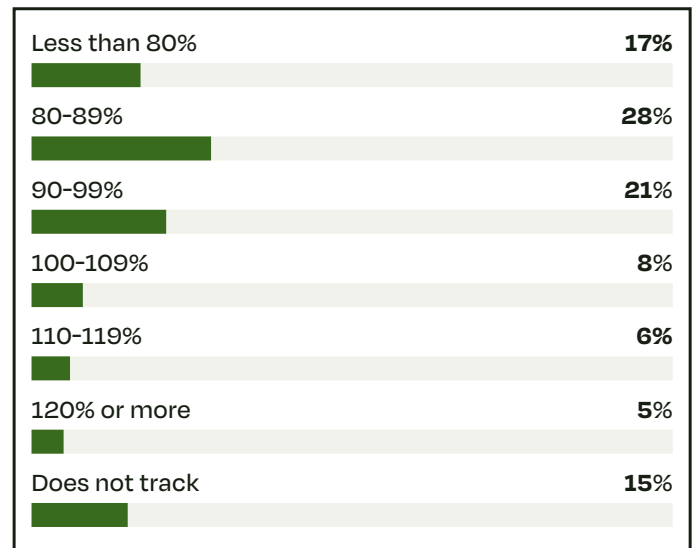


# Labor Rates

## AVERAGE TECHNICIAN EFFICIENCY PERCENTAGE



## AVERAGE TECHNICIAN PRODUCTIVITY PERCENTAGE



### Top Tip: Review Labor Rates Annually

Nearly half of shops raised labor rates in the past two years, but half did not. If you haven't reviewed pricing recently, compare your posted labor rate, effective labor rate, and technician costs to protect profitability.

***DID YOU KNOW?*** About 26% of automotive technicians work in independent repair and maintenance shops vs. dealerships at 32%.

*(Source: U.S. Bureau of Labor Statistics)*

# LEADERSHIP & WORKFORCE REPORT

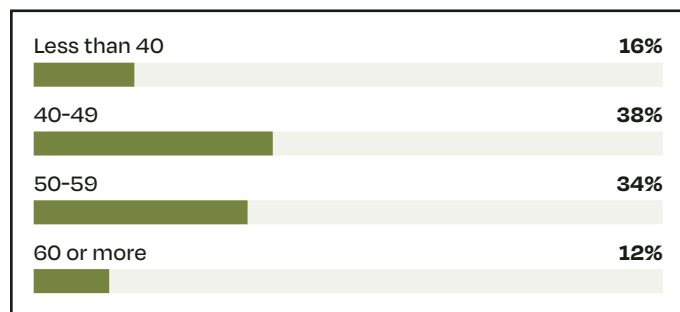


# Leadership & Workforce

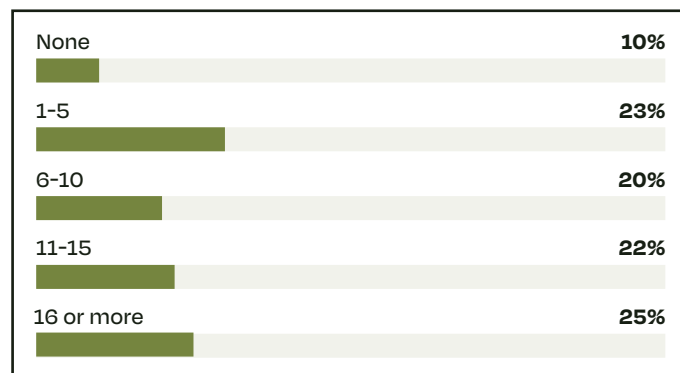
## OWNERS STILL LEAD FROM THE FRONT

More often than not, shop leaders are willing to step up and step in. The numbers show shop leaders remain highly engaged, with 42% reporting to be hands-on leaders and 52% occasionally repairing vehicles themselves. Although workweeks are demanding, with 38% logging 40–49 hours and 46% working 50 hours or more, 25% take 16 or more vacation days each year, while only 10% take none.

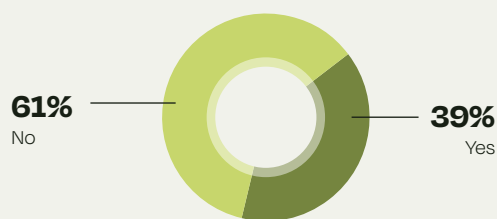
## AVERAGE HOURS OF WORK PER WEEK



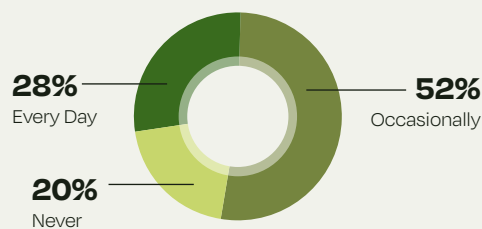
## VACATION DAYS PER YEAR



## SCHEDULED CHECK-INS WITH EMPLOYEES



## TIME SPENT WORKING HANDS-ON REPAIRING VEHICLES



## LEADERSHIP STYLES

### Direct involvement: 42%

*"I get dirty on the shop floor and lead by example."*

### Hands-Off: 22%

*"I trust my team with key decisions and am not afraid to delegate."*

### Democratic: 16%

*"I encourage my staff's input in decision-making."*

### Authoritarian: 4%

*"It's my way or it doesn't get done."*

### Visionary: 16%

*"I focus on the big picture and inspire my team to succeed."*

## Quick Win: Start Monthly One-on-Ones

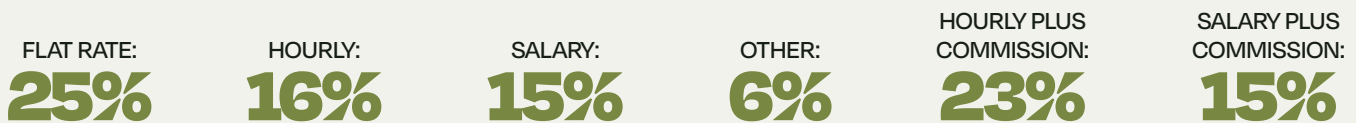
Only 39% of respondents hold scheduled employee check-ins. A simple monthly conversation can improve accountability, morale, retention, and communication.

# Technicians & Employees

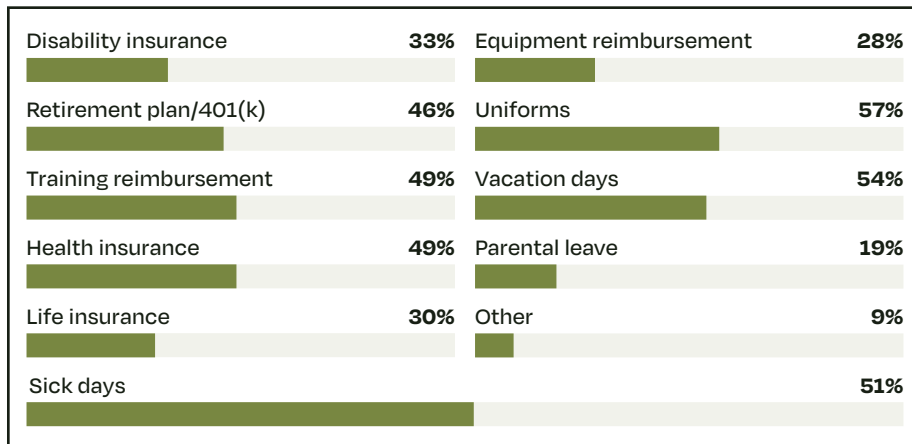
## THE BACKBONE OF THE MODERN REPAIR OPERATION

Technicians and employees remain the foundation of every successful shop, with 39% of respondents reporting technicians work one vehicle from start to finish and 36% using team-based workflows. These staffing models, combined with structured pay systems and growing apprenticeship programs, highlight how critical skilled labor is to shop performance, efficiency, and long-term stability.

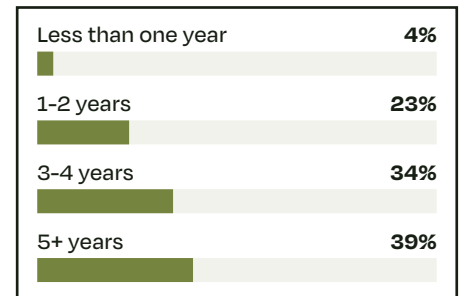
## HOW DO YOU PAY YOUR TECHNICIANS?



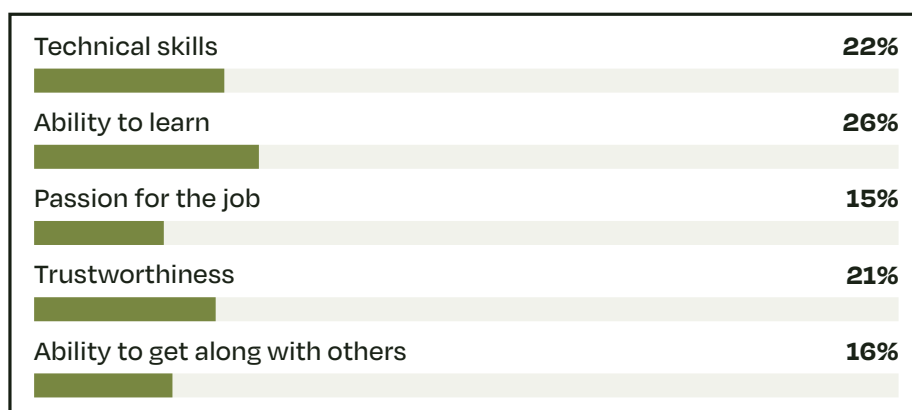
## POPULAR EMPLOYEE BENEFITS



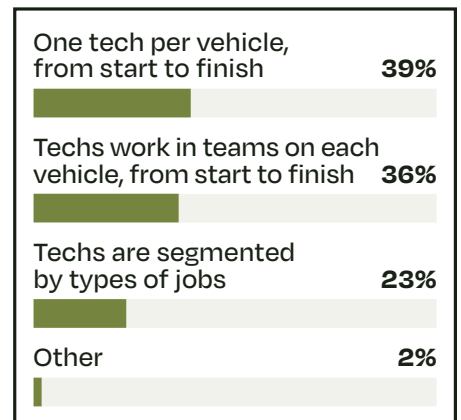
## WHAT IS THE AVERAGE EMPLOYEE TENURE AT YOUR SHOP?



## WHAT TRAIT IS MOST IMPORTANT IN A TECHNICIAN AT YOUR SHOP?

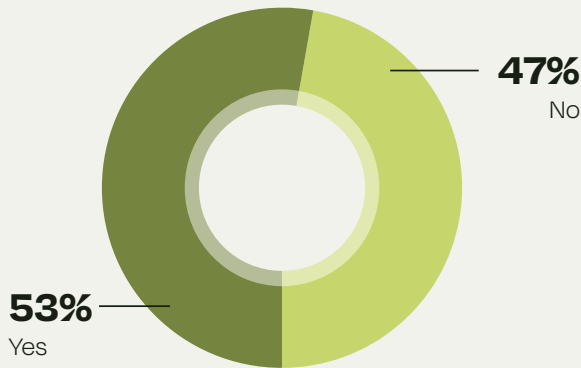


## WHAT BEST DESCRIBES HOW YOUR TECHNICIANS WORK?



# Technicians & Employees

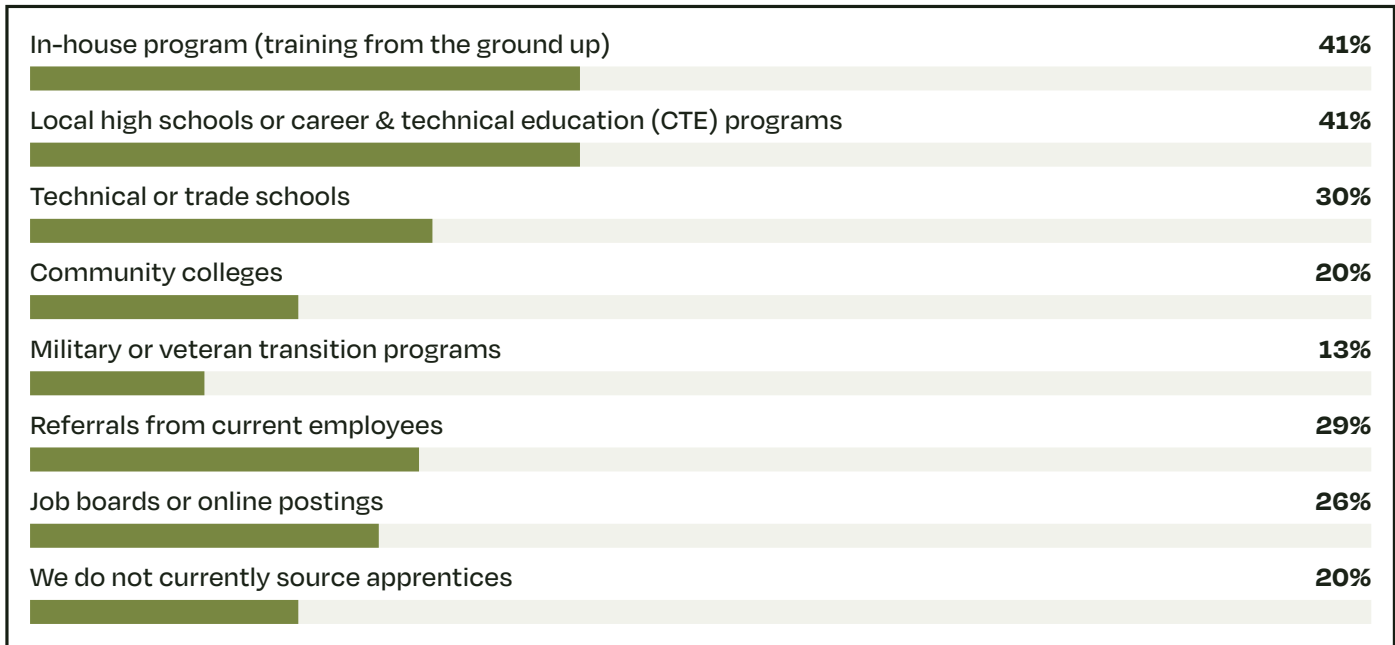
## DO YOU HAVE A FORMALIZED APPRENTICESHIP PROGRAM?



### Trend Watch: Apprenticeships Surge

More than half of respondents (53%) now report having formal apprenticeship programs, signaling a major shift toward building talent internally.

## WHERE DOES YOUR SHOP PRIMARILY SOURCE APPRENTICES OR ENTRY-LEVEL TECHNICIANS?



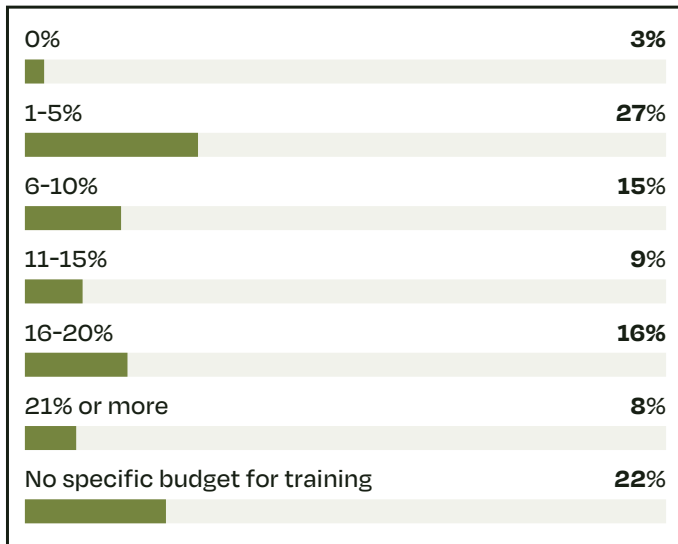
Automotive service technicians and mechanics account for approximately 805,600 jobs nationwide.

*(Source: U.S. Bureau of Labor Statistics)*

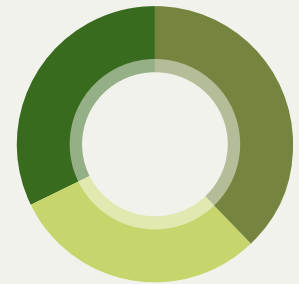
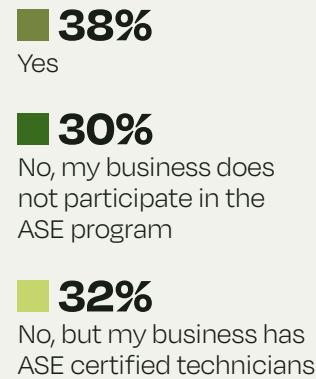
# Training & Education Opportunities

BUILDING BETTER TEAMS THROUGH CONTINUOUS LEARNING

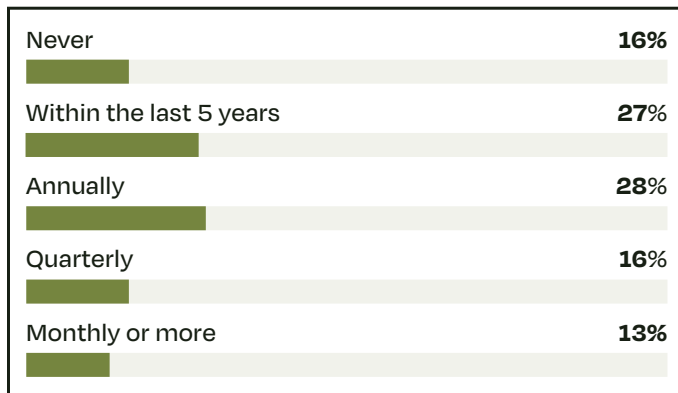
## WHAT PERCENTAGE OF YOUR BUSINESS'S TOTAL SALES DO YOU ALLOT FOR TRAINING INVESTMENTS?



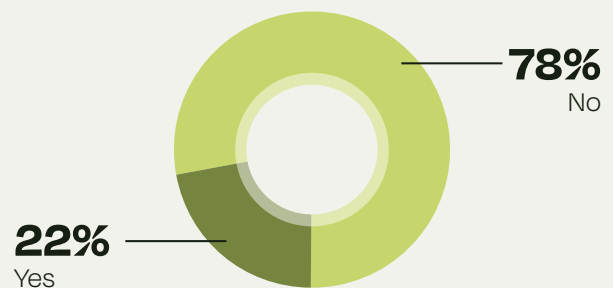
## HAS YOUR BUSINESS ACHIEVED ASE BLUE SEAL STATUS?



## HOW OFTEN DO YOU PERSONALLY ATTEND INDUSTRY-SPECIFIC TECHNICAL TRAINING?

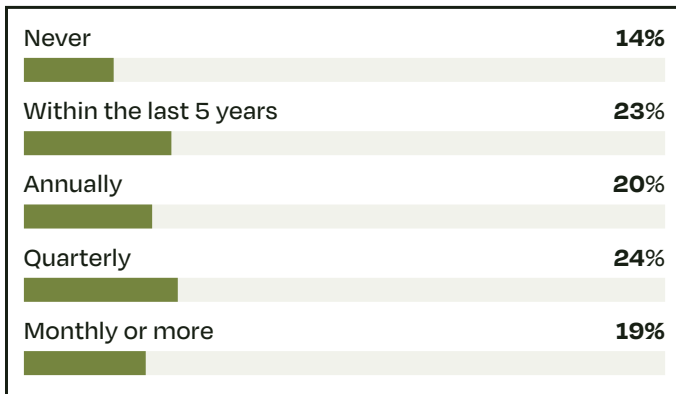


## DOES YOUR BUSINESS HOLD ANY ADDITIONAL CERTIFICATIONS BEYOND ASE?

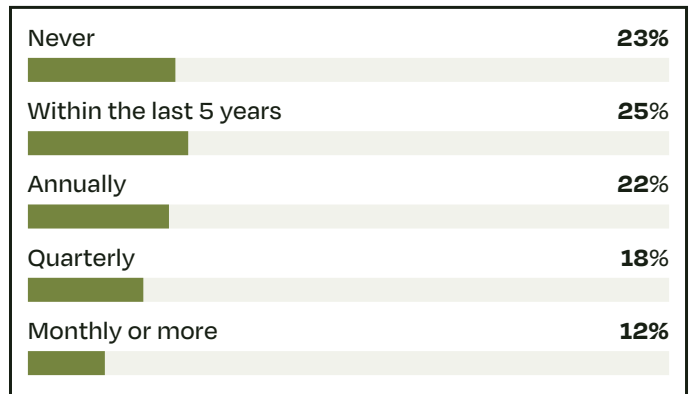


# Training & Education Opportunities

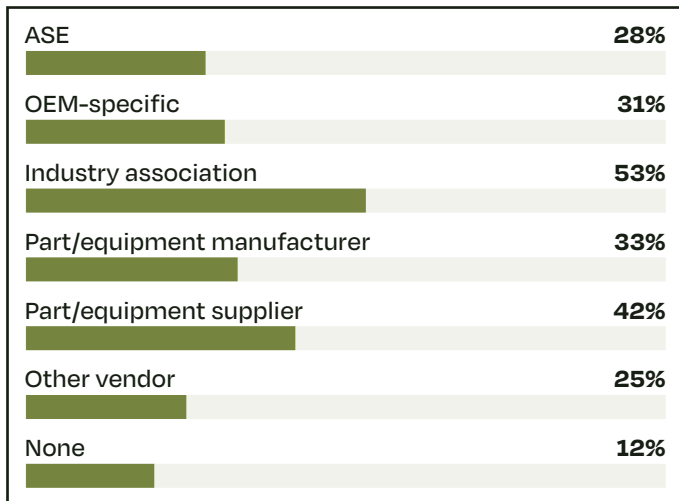
## HOW OFTEN DO OTHER MEMBERS OF YOUR TEAM ATTEND INDUSTRY-SPECIFIC TECHNICAL TRAINING?



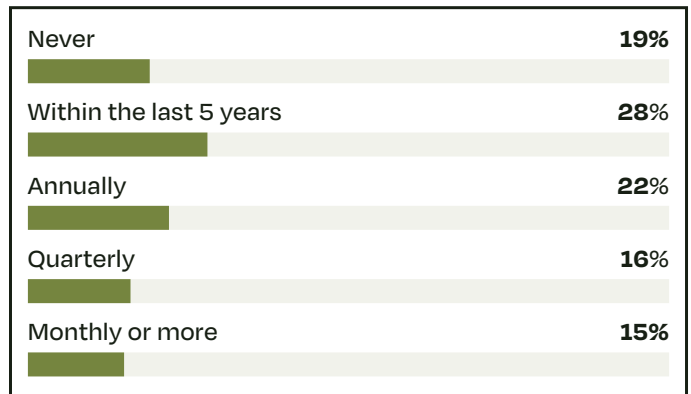
## HOW OFTEN DO MEMBERS OF YOUR SHOP TEAM ATTEND INDUSTRY-SPECIFIC MANAGEMENT TRAINING?



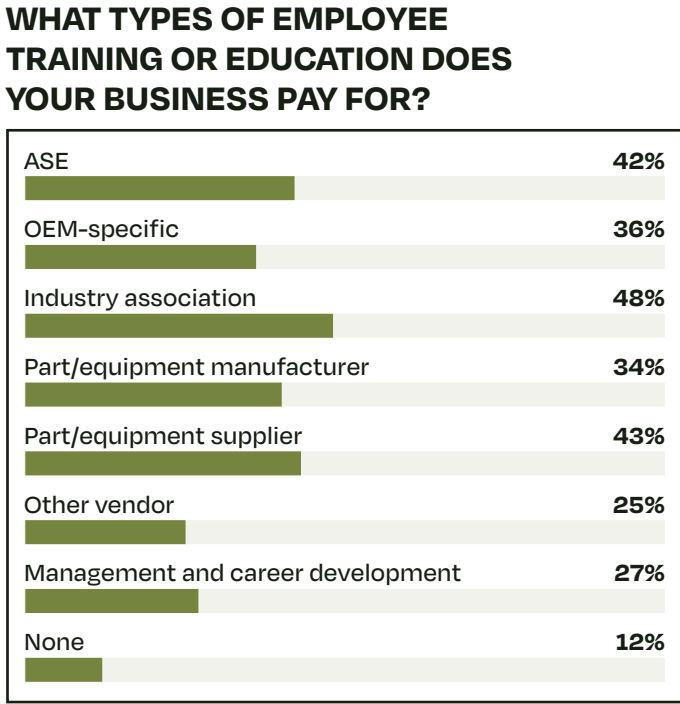
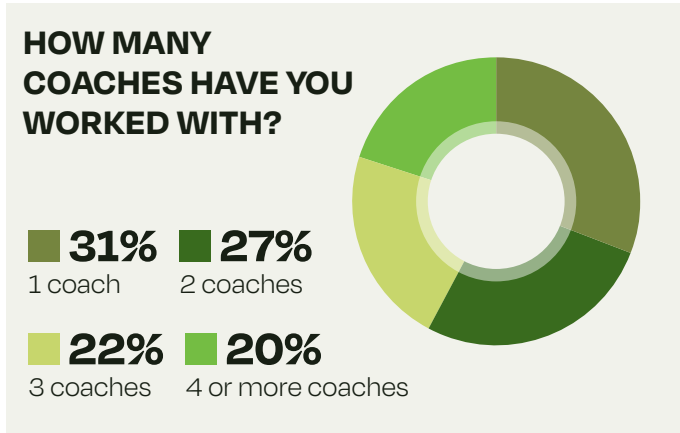
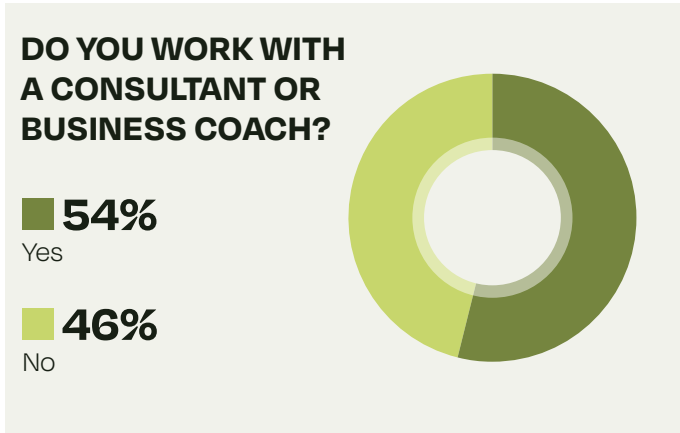
## WHAT TYPE OF TECHNICAL TRAINING DO YOU AND/OR YOUR TEAM ATTEND ON AN ANNUAL BASIS?



## HOW OFTEN DO YOU PERSONALLY ATTEND INDUSTRY-SPECIFIC MANAGEMENT TRAINING?



# Training & Education Opportunities



### Winner's Circle: What High-Performing Shops Tend to Do

Top-performing shops often share these habits:

- Track KPIs consistently
- Invest in technician training
- Charge for diagnostics
- Review labor pricing regularly
- Use coaching or outside guidance

# TECH+TOOLS



TECH  
+  
TOOLS

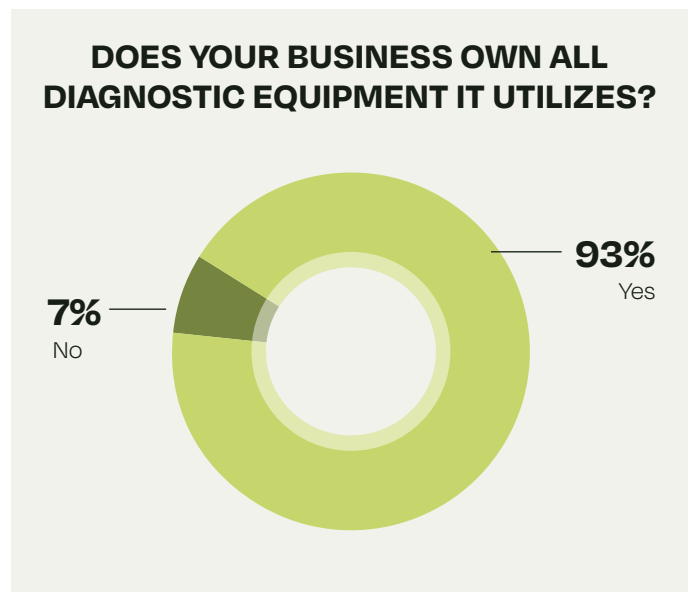
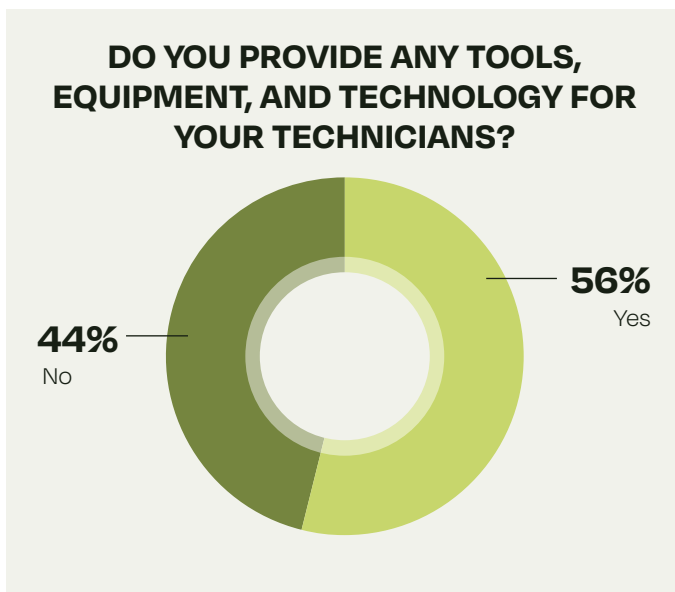
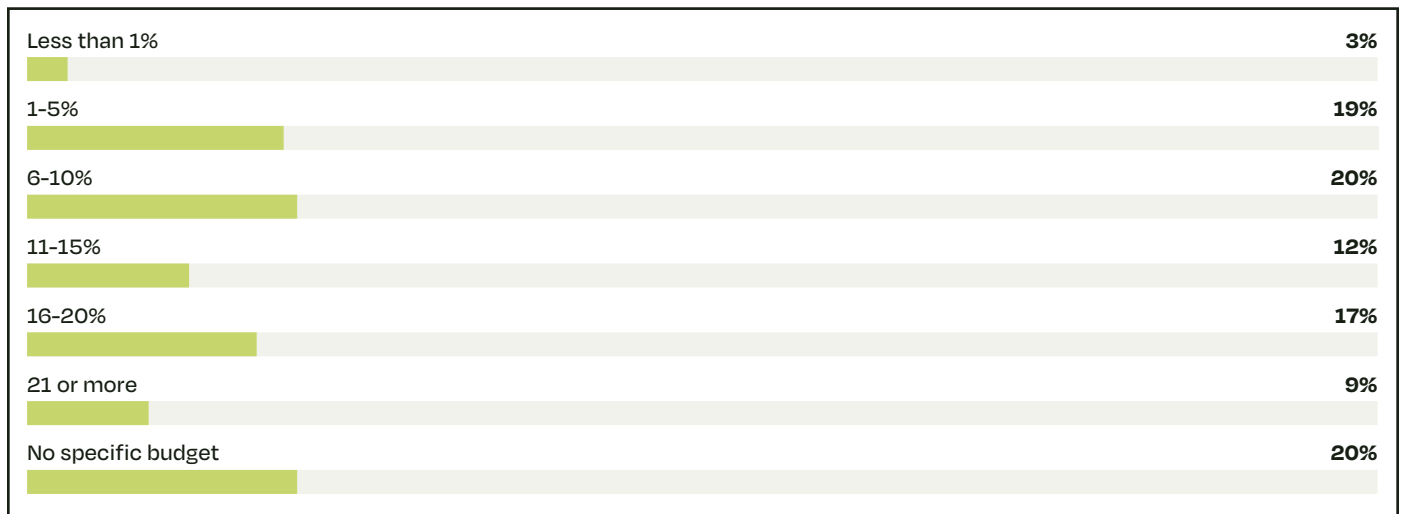
— 2026 —

# How shops are preparing for what's next

## INVESTMENT PRIORITIES

Investment in tools, technology, and equipment is no longer optional—it is a core part of running a competitive shop. Most respondents report dedicating between 1% and 10% of annual revenue to these purchases. At the same time, more than 20% operate without a formal budget, suggesting many shops still have an opportunity to take a more strategic approach to long-term capital planning.

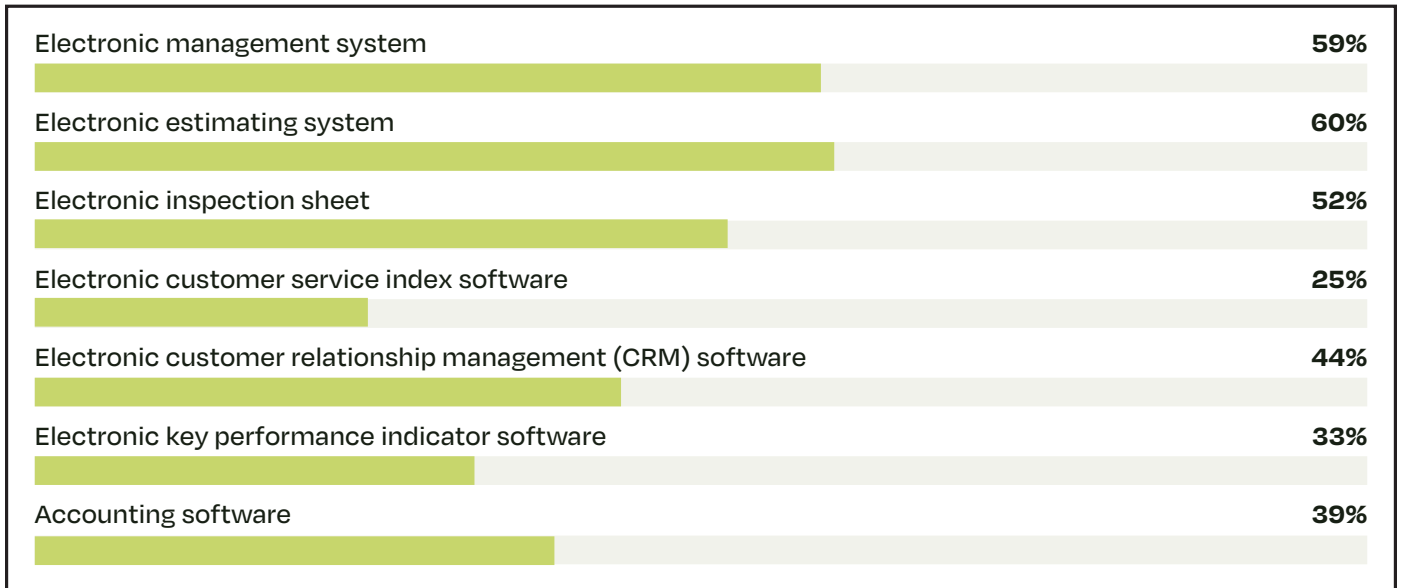
## PERCENT OF BUDGET USED FOR TECH, TOOLS AND EQUIPMENT



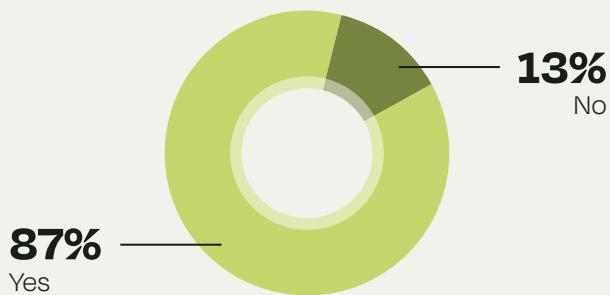
# Diagnostic Readiness

Here's a look at the tools and systems shops use to operate efficiently and repair today's increasingly complex vehicles.

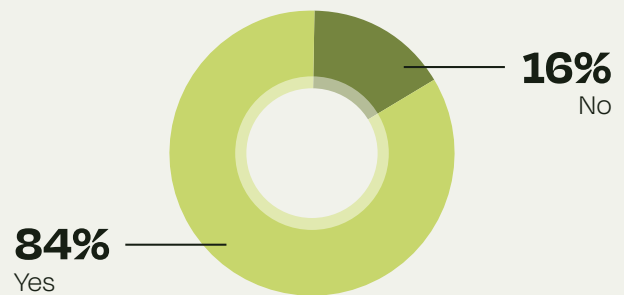
## WHICH OF THE FOLLOWING DOES YOUR BUSINESS UTILIZE?



### DOES YOUR SHOP SUBSCRIBE TO A REPAIR INFORMATION SERVICE?

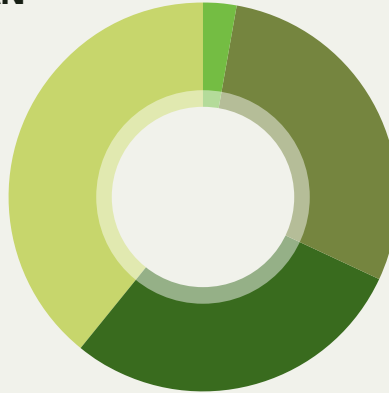
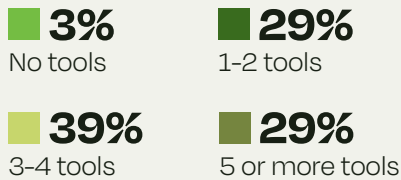


### DOES YOUR SHOP HAVE ACCESS TO OEM REPAIR INFORMATION?

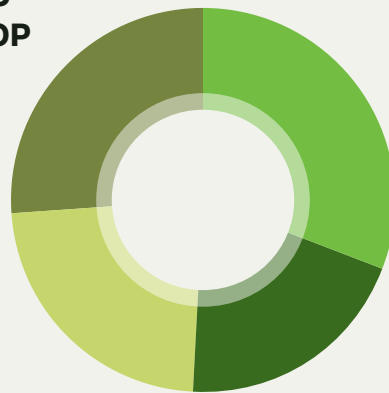
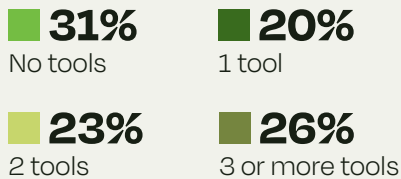


# Diagnostic Readiness

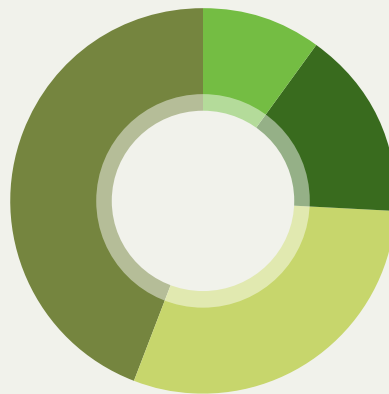
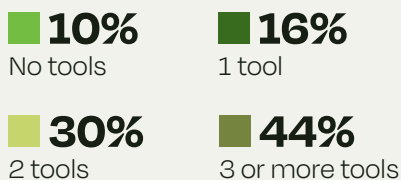
## HOW MANY DIAGNOSTIC SCAN TOOLS DOES YOUR SHOP CURRENTLY UTILIZE?



## HOW MANY OEM DIAGNOSTIC SCAN TOOLS DOES YOUR SHOP CURRENTLY UTILIZE?



## HOW MANY AFTERMARKET DIAGNOSTIC SCAN TOOLS DOES YOUR SHOP CURRENTLY UTILIZE?



## 5 Questions Every Owner Should Answer:

- Do I know my net profit margin?
- Are we charging enough for labor?
- Do we have a hiring pipeline?
- Are we prepared for ADAS and EV work?
- Is our team getting regular training?

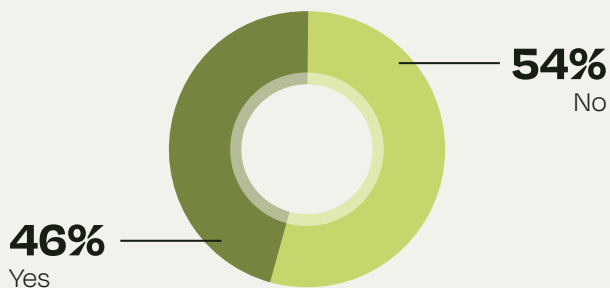
**Vehicle data limitations cost independent repair shops an estimated \$3.1 billion each year.**

*(Source: Auto Care Association)*

# Monetizing the Investment

Shops are finding new ways to grow revenue beyond traditional repair work, but opportunities remain untapped. While nearly half of respondents charge for diagnostic work, a slight majority still do not—leaving potential profit on the table. Tire sales lead as the most common additional profit center, followed by ADAS services, EV diagnosis and repair, and collision work, showing that diversification is becoming a key strategy for long-term profitability.

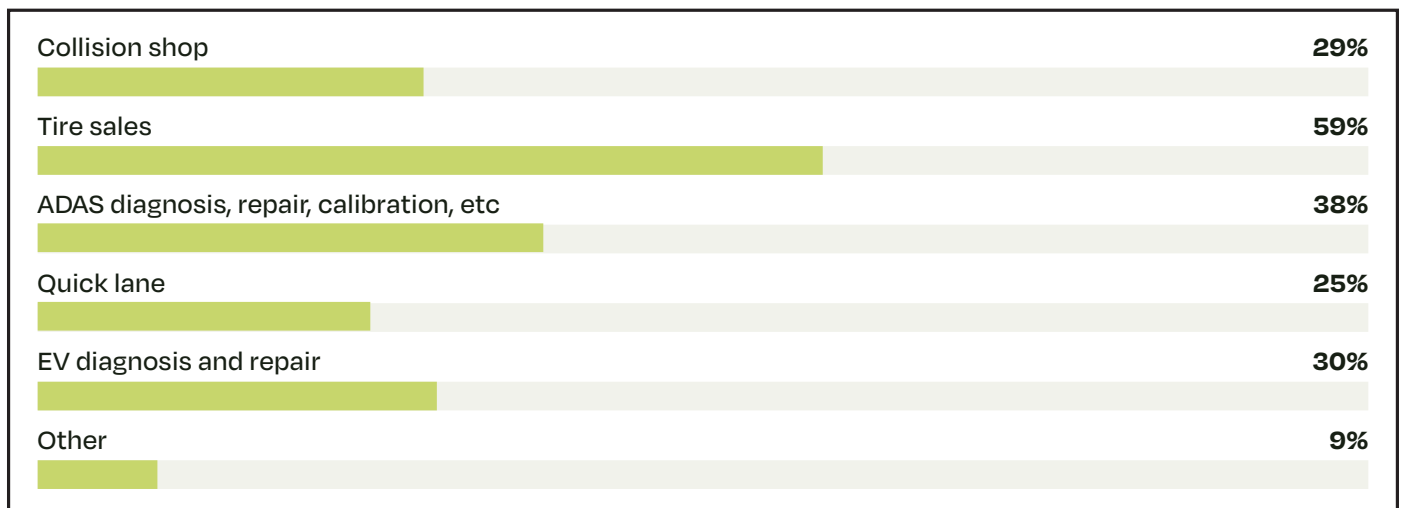
## DOES YOUR SHOP CHARGE FOR DIAGNOSTIC WORK?



### Red Flag: Diagnostics Still Going Unbilled

More than half of respondents (54%) do not charge for diagnostic work. In an era of complex electronics, ADAS, and drivability issues, giving away expertise can create a major profit leak.

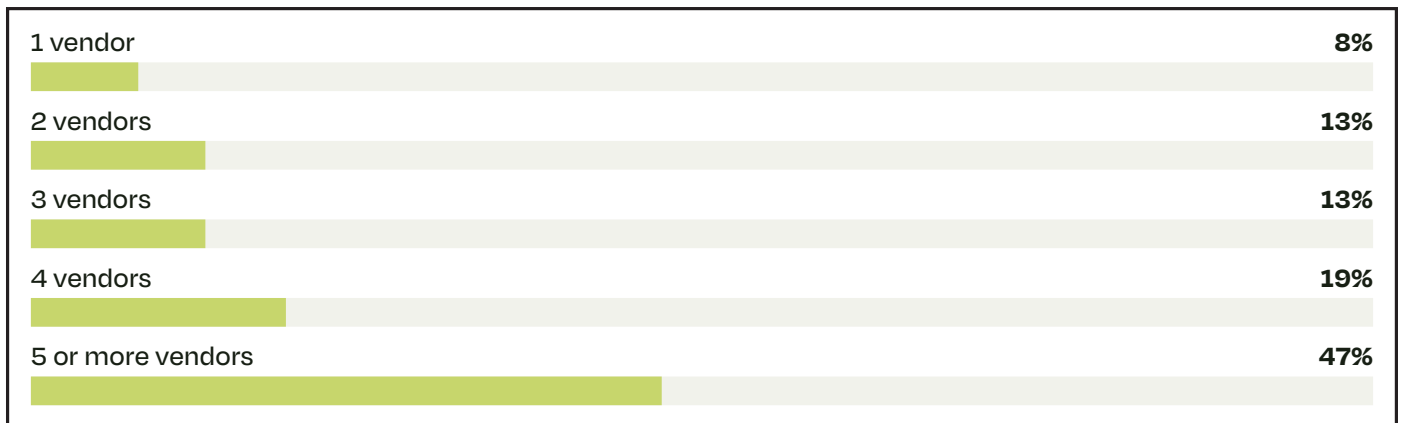
## WHAT ADDITIONAL PROFIT CENTERS OR SPECIALTIES DO YOU HAVE AT YOUR SHOP?



# Parts & Vendors

Most shops rely on broad supplier networks to keep vehicles moving through the bays, with 47% purchasing from five or more parts vendors each month. That level of diversification suggests shops are prioritizing availability, pricing, and delivery speed rather than depending on a single source.

## HOW MANY DIFFERENT PARTS VENDORS DO YOU REGULARLY PURCHASE PARTS FROM IN A GIVEN MONTH?



## WHAT PERCENTAGE OF PARTS DO YOU PURCHASE FROM THE FOLLOWING TYPES OF VENDORS?

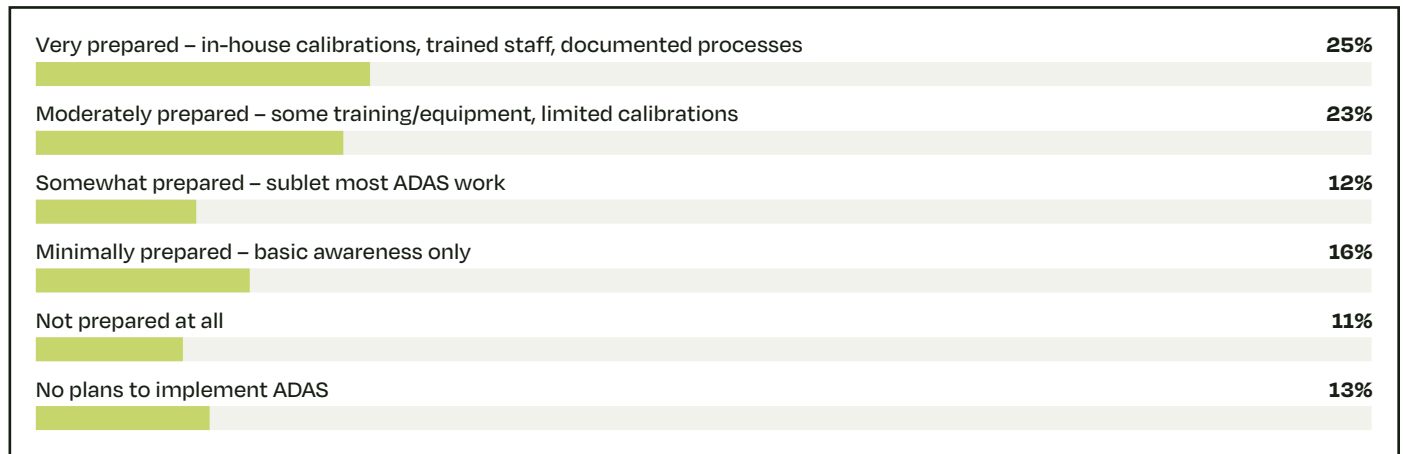
|                              | 0%          | 10%         | 20%         | 30%         | 40%         | 50%         | 60%         | 70%         | 80%         | 90%         | 100%        | Total Respondents |
|------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------------|
| <b>Wholesale Distributor</b> | 3.51%<br>10 | 4.91%<br>14 | 6.32%<br>18 | 7.72%<br>22 | 12.3%<br>22 | 10.2%<br>35 | 15.4%<br>44 | 14.7%<br>42 | 15.1%<br>43 | 10.5%<br>30 | 7.02%<br>20 | <b>285</b>        |
| <b>Big-box Store</b>         | 12.9%<br>31 | 16.3%<br>39 | 12.9%<br>31 | 15.1%<br>36 | 9.21%<br>22 | 8.79%<br>21 | 7.53%<br>18 | 8.79%<br>21 | 2.93%<br>7  | 7.95%<br>19 | 2.51%<br>6  | <b>239</b>        |
| <b>Dealership</b>            | 2.20%<br>6  | 23.4%<br>64 | 21.9%<br>60 | 15.8%<br>43 | 7.69%<br>21 | 6.96%<br>19 | 7.33%<br>20 | 6.96%<br>19 | 3.66%<br>10 | 4.76%<br>13 | 3.30%<br>9  | <b>273</b>        |
| <b>Other</b>                 | 15.5%<br>28 | 30.4%<br>55 | 7.18%<br>13 | 7.18%<br>13 | 7.73%<br>14 | 8.84%<br>16 | 3.87%<br>7  | 4.97%<br>9  | 7.73%<br>14 | 8.84%<br>16 | 5.52%<br>10 | <b>181</b>        |

# ADAS Readiness

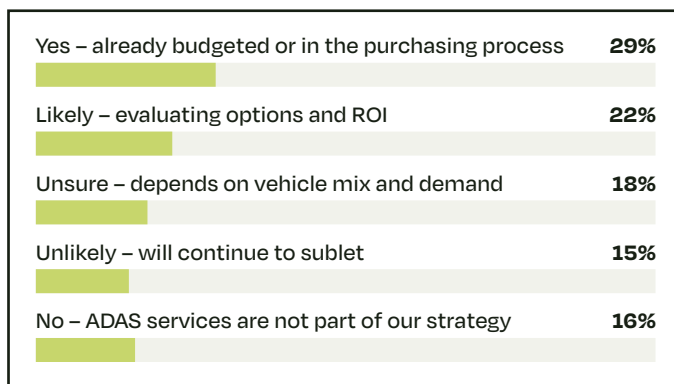
## SHOPS MOVE TOWARD CALIBRATION CAPABILITY

While nearly half of respondents describe their shops as very or moderately prepared to work on ADAS-equipped vehicles, others are still building their calibration capabilities.

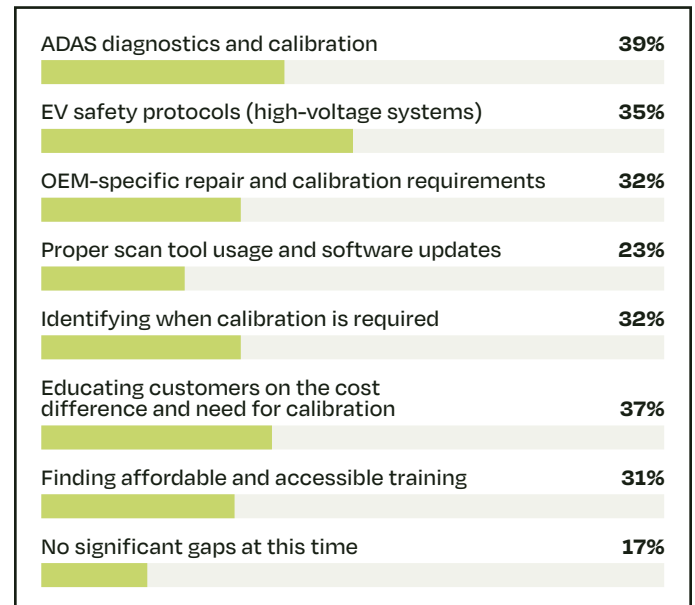
## HOW PREPARED IS YOUR SHOP TO SERVICE ADAS-EQUIPPED VEHICLES?



## ARE YOU PLANNING TO INVEST IN ADAS CALIBRATION EQUIPMENT IN THE NEXT YEAR?



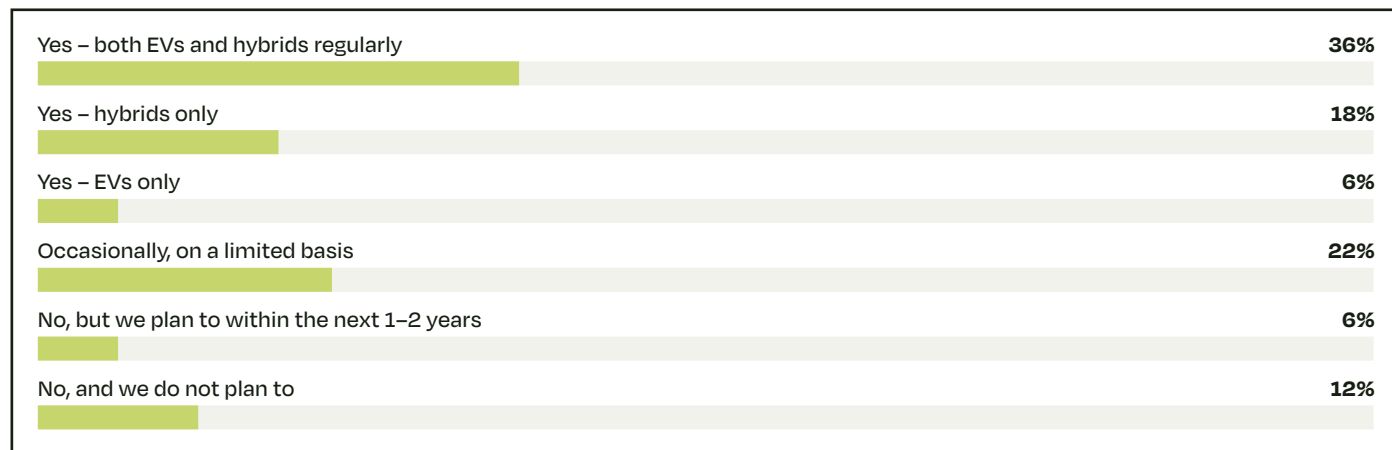
## WHAT TRAINING GAPS DO YOU CURRENTLY HAVE AROUND EVS AND/OR ADAS?



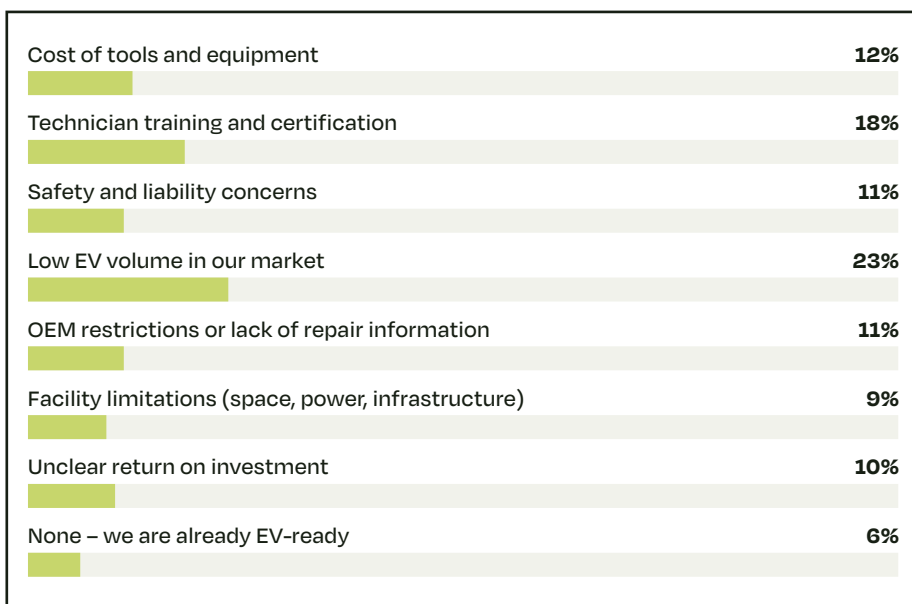
# EV Readiness

Shops are taking a measured approach to electric vehicles, with many already servicing EVs or hybrids while others wait for stronger local demand. The biggest barriers center on training, equipment costs, and uncertain return on investment, showing that readiness is as much a business decision as a technical one. While expectations for future EV revenue differ, most shops recognize electrification as a trend they will need to plan for over the next five years.

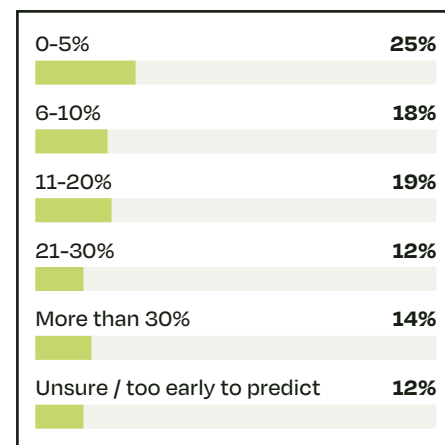
## ARE YOU SERVICING EVS AND/OR HYBRIDS TODAY?



## WHAT IS YOUR BIGGEST BARRIER TO EV READINESS?



## WHAT PERCENTAGE OF YOUR FUTURE BUSINESS DO YOU EXPECT TO BE EV-RELATED IN THE NEXT 5 YEARS?



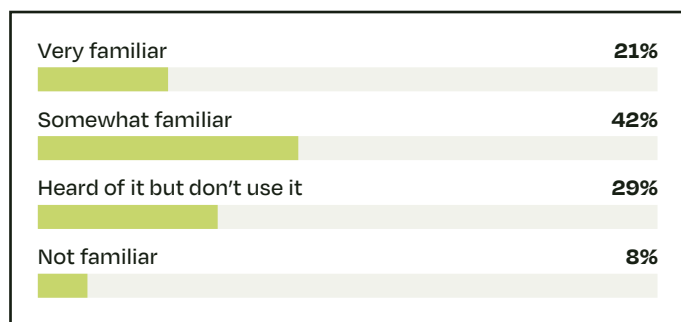
# Artificial Intelligence

## GROWING CURIOSITY, REAL OPPORTUNITY

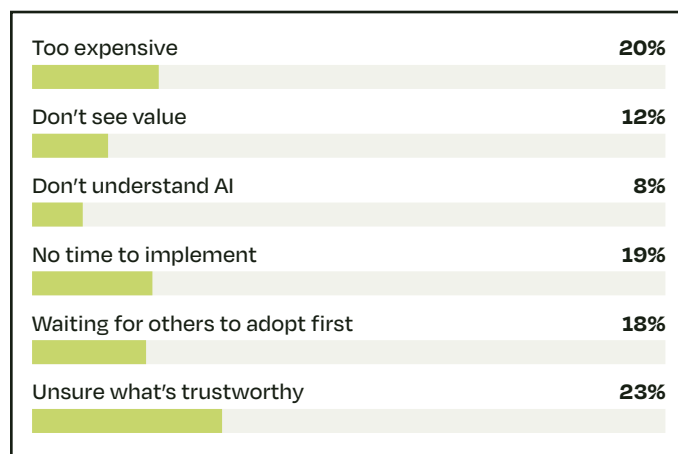
Artificial intelligence is gaining traction across the aftermarket, with nearly two-thirds of respondents saying they are very or somewhat familiar with AI tools relevant to shop operations. While adoption is still in the early stages, shops are already using AI for service advisor scripts, scheduling, marketing automation, and parts lookup.

*Here's where shop owners say AI shows the most potential:*

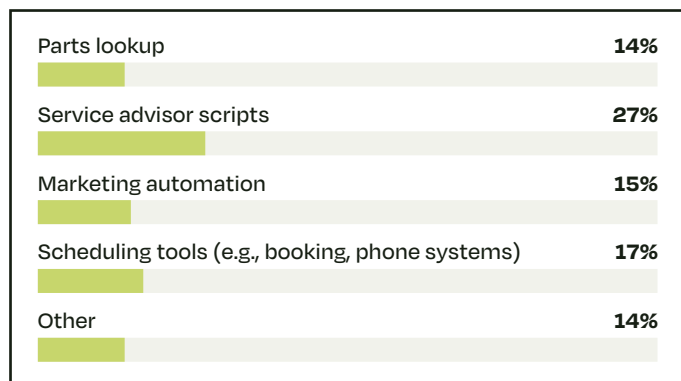
### HOW FAMILIAR ARE YOU WITH AI TOOLS OR TECHNOLOGIES APPLICABLE TO AUTO REPAIR OR SHOP MANAGEMENT?



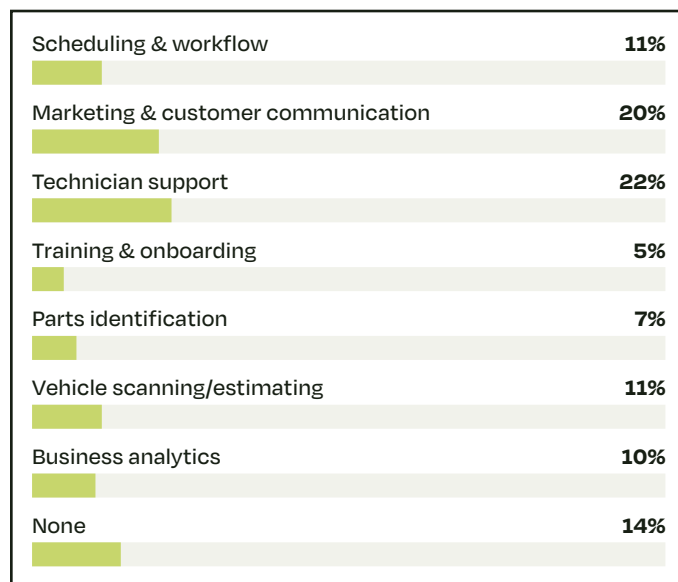
### IF YOU ARE NOT USING AI TOOLS, WHAT IS THE MAIN REASON?



### ARE YOU CURRENTLY USING ANY AI-POWERED TOOLS OR FEATURES IN YOUR SHOP? IF YES, WHICH ONES?



### WHERE DO YOU SEE THE GREATEST POTENTIAL FOR AI TO HELP YOUR BUSINESS?

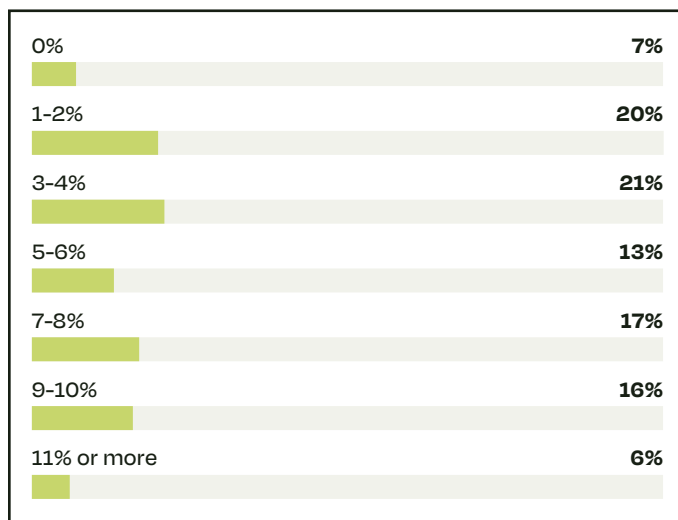


# Sales & Marketing

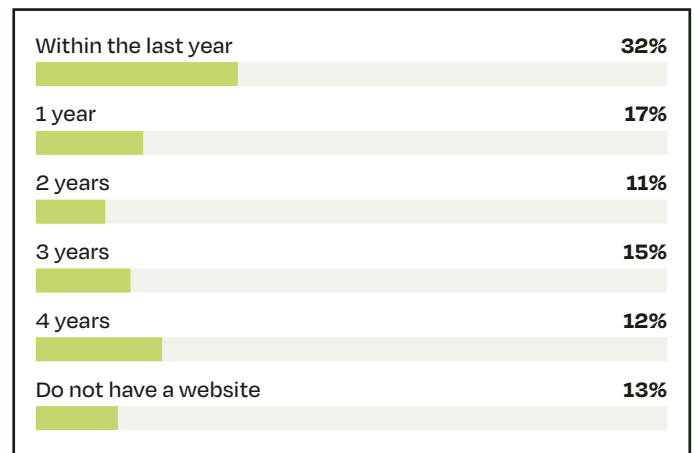
## CREATING A COMPETITIVE ADVANTAGE

Digital visibility remains a priority, as half of shops have updated their website within the past year and many manage marketing internally or through a mix of in-house support and outside agencies. Social media usage is now mainstream—led by Facebook and Instagram—while email campaigns, Facebook advertising, and SEO rank among the most common strategies. Overall, the data indicates the industry increasingly views marketing not as an expense, but as a key part of customer acquisition and long-term growth.

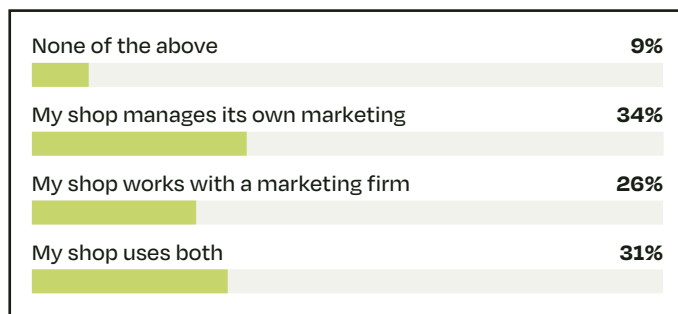
### PERCENTAGE OF ANNUAL SALES DEDICATED TO MARKETING



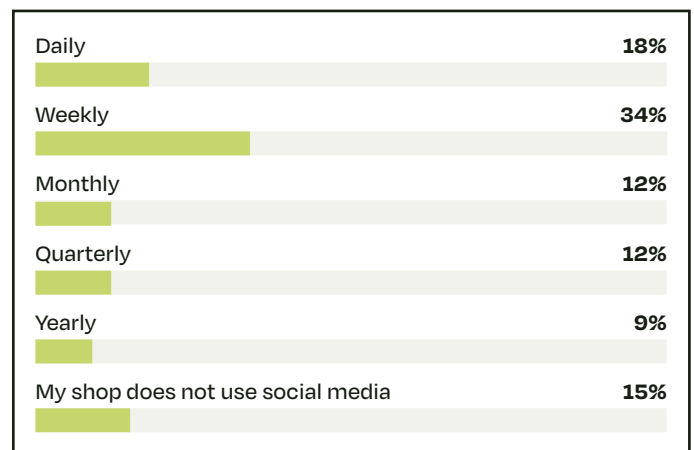
### HOW LONG HAS IT BEEN SINCE YOUR SHOP LAST UPDATED ITS WEBSITE?



### DOES YOUR SHOP MANAGE ITS MARKETING IN-HOUSE, WORK WITH AN OUTSIDE MARKETING FIRM, OR BOTH?

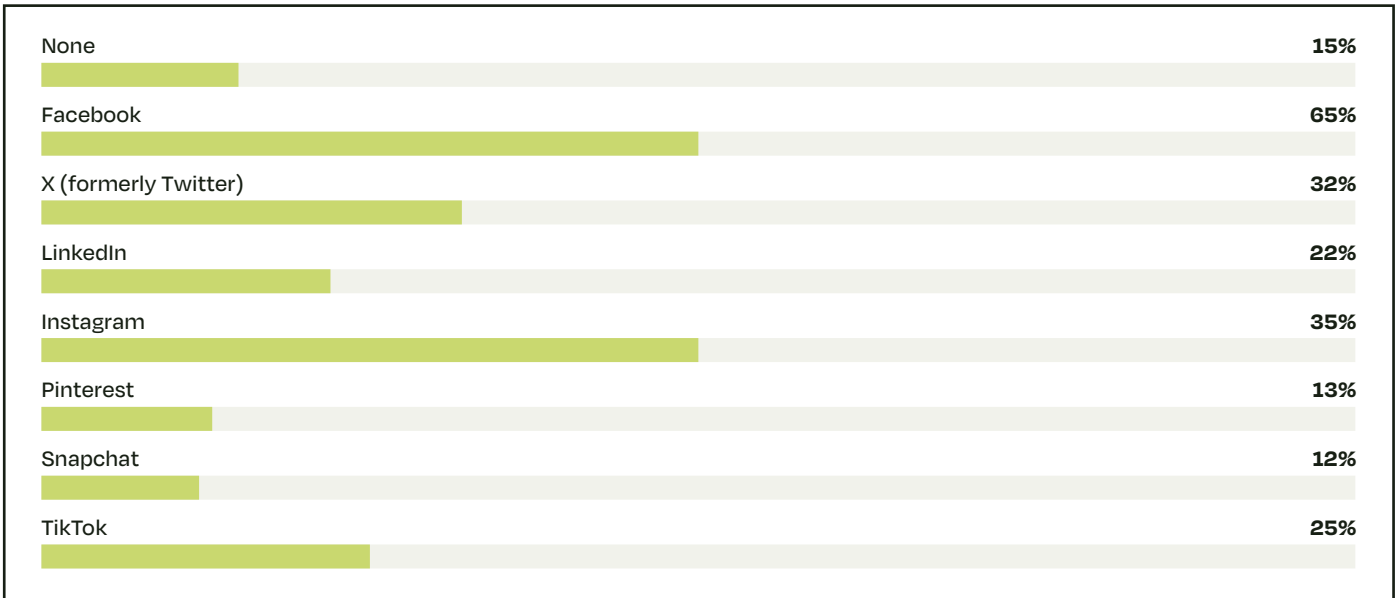


### HOW OFTEN DOES YOUR SHOP PROMOTE ITSELF THROUGH SOCIAL MEDIA?

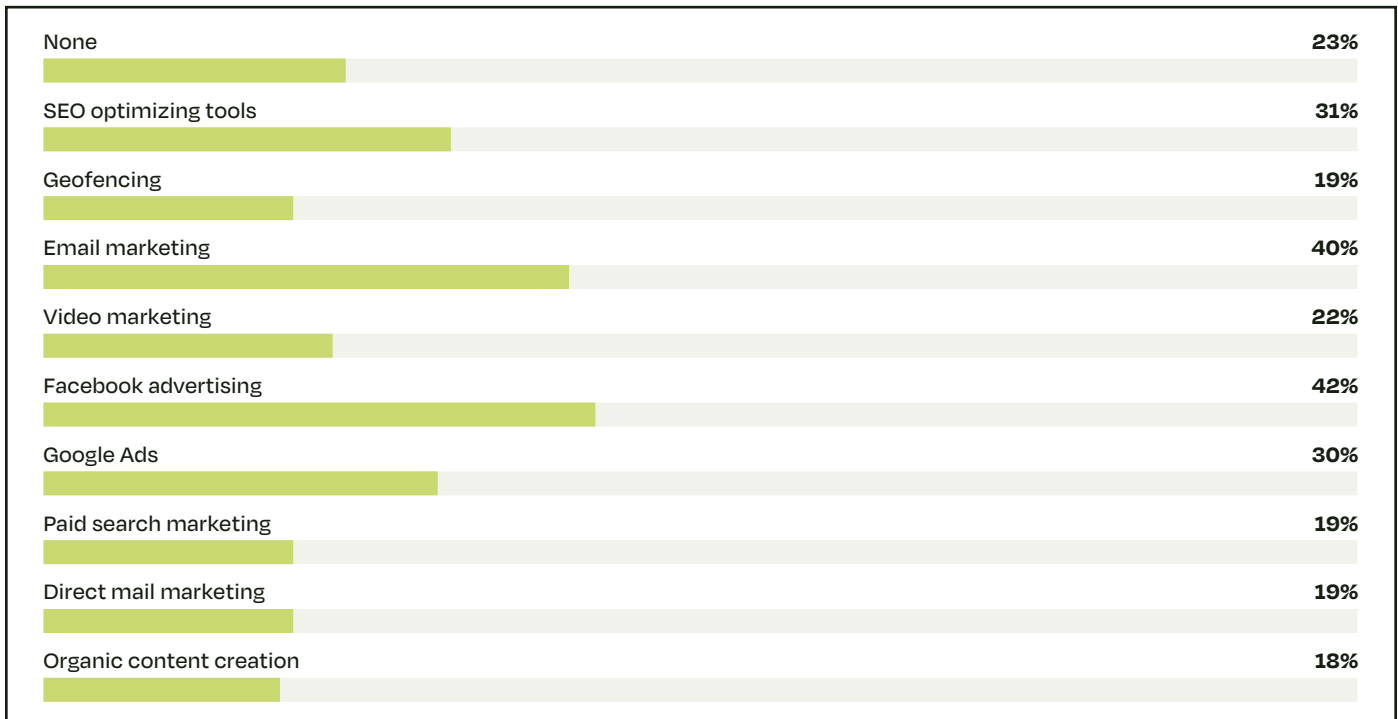


# Sales & Marketing

## PREFERRED SOCIAL MEDIA PLATFORMS



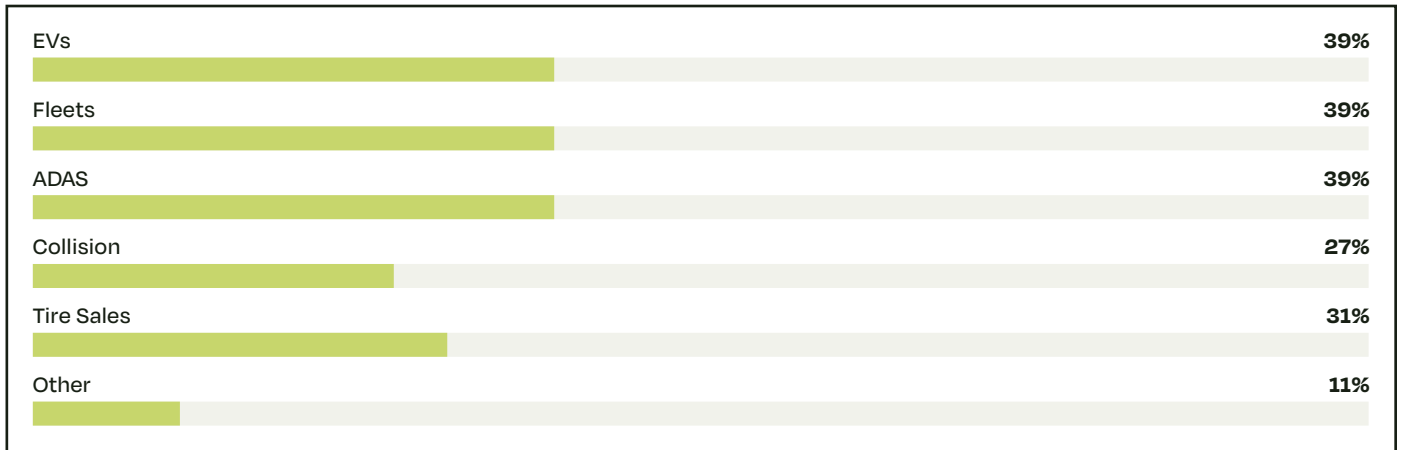
## WHICH MARKETING STRATEGIES DOES YOUR SHOP UTILIZE?



# Looking to the Future

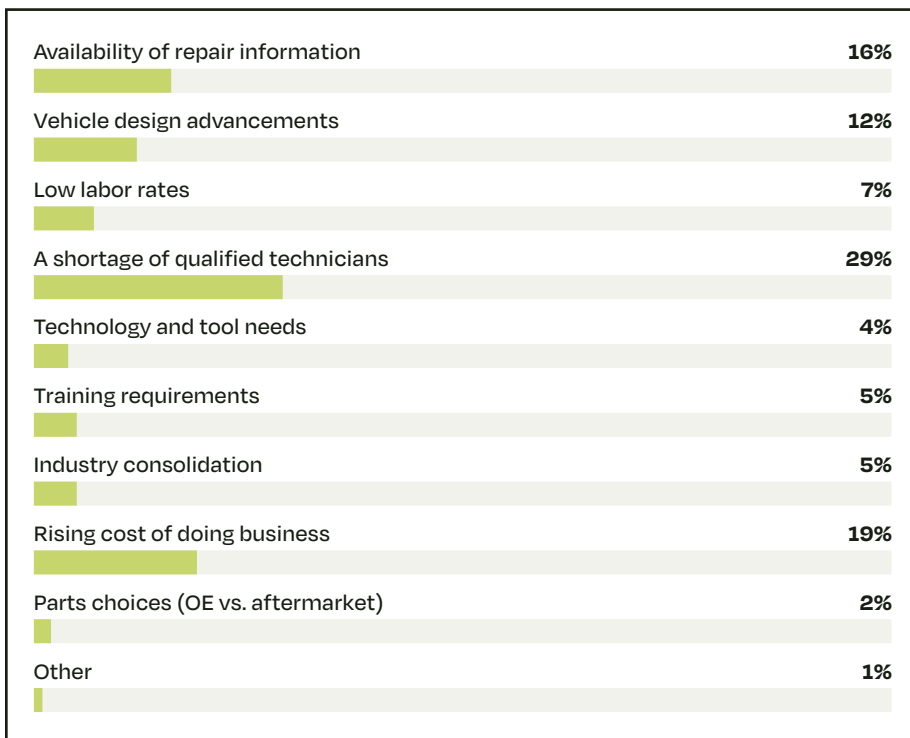
Shop owners are preparing for the next phase of automotive service by investing in emerging and expanding revenue categories such as EVs, fleets, and ADAS, each selected by roughly four in 10 respondents. Tire sales and collision services also remain attractive growth opportunities as shops look to diversify income streams.

## WHAT ARE YOU PLANNING ON INVESTING IN THE NEXT FIVE YEARS?



## WHAT DO YOU FEEL IS THE SINGLE BIGGEST CHALLENGE FACING THE AUTOMOTIVE SERVICE INDUSTRY TODAY?

*Not just EVE readiness, but the industry as a whole*



### **Future Forecast: What to Watch Next**

The next wave of shop growth is likely to center around:

- EV service demand
- ADAS calibration revenue
- AI-powered workflow tools
- Fleet business opportunities
- Continued industry consolidation