

Workforce Needs Survey

2009-2010



- Service Sales Growth
- Demand for Quality Technicians
- Wages and Labor Rates
- Partnerships with Technical Schools
- Entry-Level Technician Qualifications
- Dealer Hiring Practices

Survey Context

As this sixth edition of AED's annual Workforce Needs Survey was conducted, AED member dealers have been confronted with tremendous business challenges, including the need for significant technician layoffs. With this survey as context, consider the longer-term consequences of the technician workforce situation today. While the severe recession has temporarily and significantly impacted technician supply/demand, as well as AED constituents' attention and urgency to address that situation, things will dramatically change during future economic and industry recovery. Within a couple of years, equipment dealers will again be actively recruiting technicians. That familiar industry topic, the critical shortage of technicians, will return.

During the next recovery, dealers can expect the technician shortage to worsen. Due to layoffs, retirements, job security concerns, moving to related industries, and other issues, a number of technicians have left the equipment industry for good. It will be a challenge to get back to pre-recession technician staffing levels; and there were shortages then. Also, still more technicians will need to be recruited to address business growth beyond pre-recession business levels. Moreover, other industries, inclusive of auto, collision, truck, agriculture and others, have serious technician staffing shortages. They compete directly with the equipment industry for available student and technician talent. Some of these "competing" industries are larger than ours, with larger technician needs, and perhaps greater recruitment resources.

College equipment technical programs need ongoing AED dealer support. They face many threats and challenges: reduced funding, student recruitment, class headcounts, competition with majors that are less "expensive" to the college, consolidation/replacement with auto and truck programs, and even program elimination. Without support from dealers – the local face of the equipment industry – consequences can occur that are extremely difficult or impossible to reverse. These consequences will be to the great detriment of meeting equipment dealers' future technician demand.

Dealer local workforce development efforts, in conjunction with AED Foundation community-based, school-to-work initiatives,

need to be taking place now. Such local workforce efforts are central to addressing industry image and technician recruitment needs over the short- and long-term. They will certainly impact technician availability when industry growth resumes. Today's middle school and high school students are the technician prospects of the future – the students who will enter college equipment technology programs and ultimately the industry during the recovery. Dealers without local programs to develop technicians will find that other dealers, already actively involved, have spoken for most graduating students.

The AED Foundation is committed to helping AED members address their workforce needs. Its school partnership initiatives focus on dealers "growing their own technicians" via involvement in community-based, school-to-work partnership programs. There are now 22 AED Accredited colleges, and a number of others actively pursuing accreditation. The AED Recognized Education Alliance recognizes dealers and technical schools working together to address mutual needs in curriculum and student recruitment and placement.

In addition to information such as this survey, the Foundation offers other workforce development initiatives to benefit AED members. For example, *AEDWorkforce.com* is a free member service offering technician job applicants, as well as dealer recruitment tools and information resources. *AEDCareers.com* helps students to explore the dealer technician career opportunity. Another such informational Web site for students is *ConstructMyFuture.com*, where the Foundation has partnered with AEM and AGC.

For this report, AED dealers were surveyed from May to July of 2009. Of the roughly 550 dealer surveys mailed, 102 were returned for a 19 percent response rate, similar to response rates of previous years.

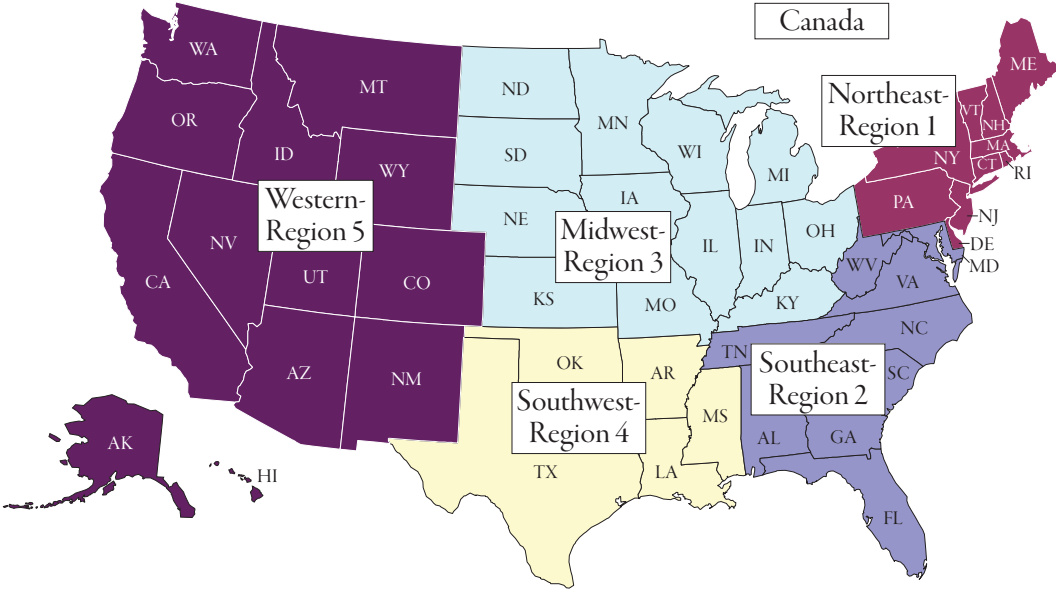
Specific areas of inquiry included:

- Service Sales Growth
- Demand for Quality Technicians
- Wages and Labor Rates
- Partnerships with Technical Schools
- Entry-Level Technician Qualifications
- Dealer Hiring Practices

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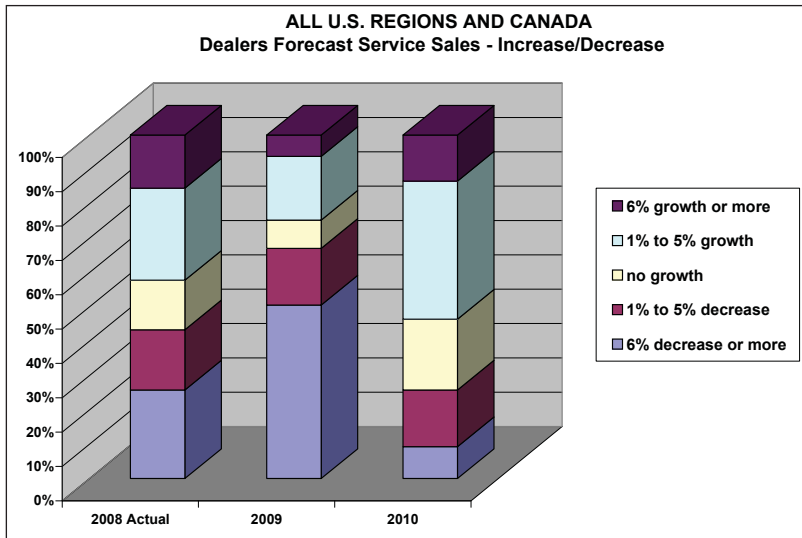
AED U.S. Regional and Canada information are presented in selected areas of this report.
 Refer to this map to see what areas are incorporated into each AED U.S. Region.



The AED Foundation
 An affiliate of Associated Equipment Distributors

Forecasting Service Sales

It is no surprise that this year’s survey numbers reflect the impact on equipment dealers of the most severe recession in the last 60 to 70 years. The percentage of AED dealer respondents reporting service sales growth fell from 42 percent in 2008 to a projected 25 percent in 2009. The percentage of dealers reporting service sales decreases rose from 44 percent in 2008 to 67 percent as projected for 2009. Even more telling, those reporting service sales decreases of 6 percent or more rose from 26 percent in 2008 to 51 percent in 2009. Of dealers reporting “no growth,” the percentages are 14 percent in 2008, 8 percent in 2009, and 21 percent in 2010.



In 2009, 67 percent of dealers report service sales decreases, with 51 percent reporting decreases of over 6 percent. In 2010, 53 percent of dealers are forecasting service sales increases, with 40 percent expecting increases of from 1 percent to 5 percent.

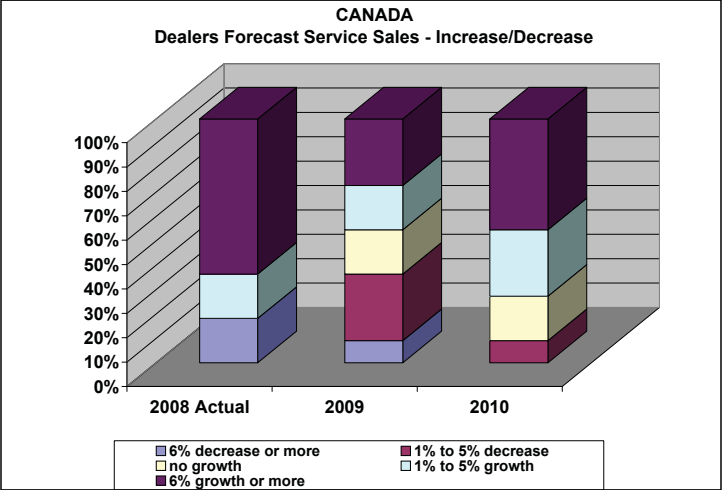
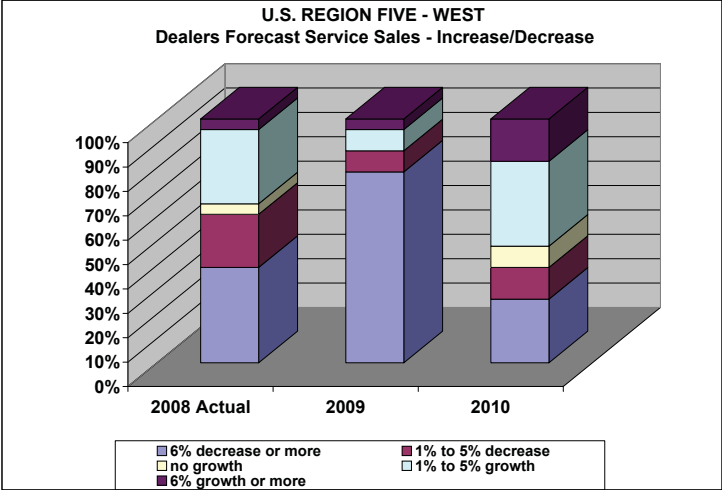
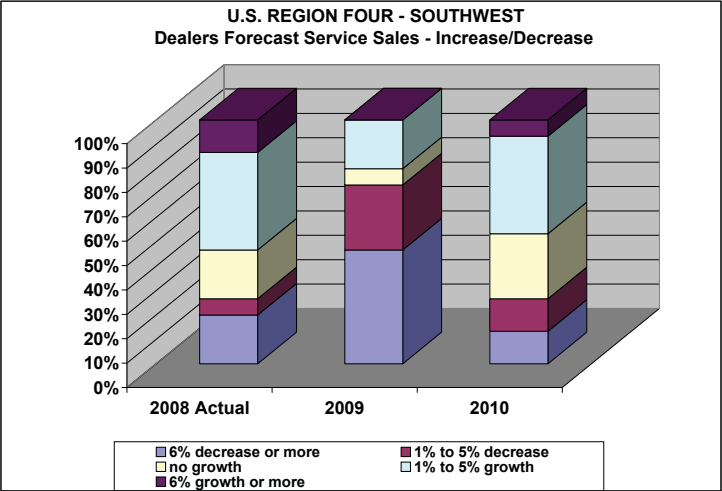
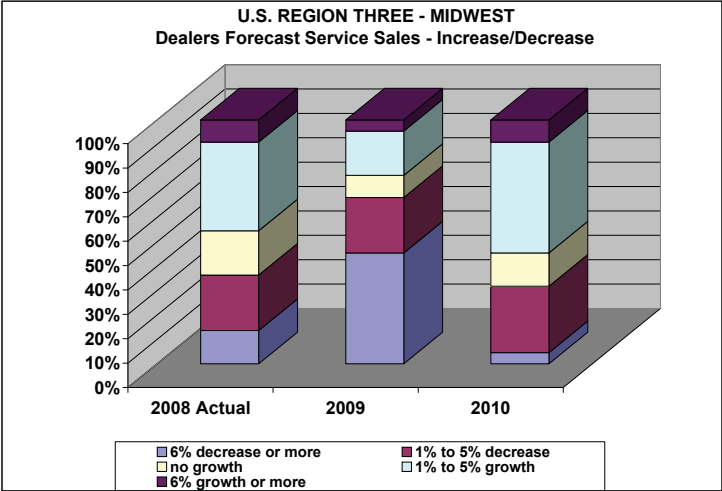
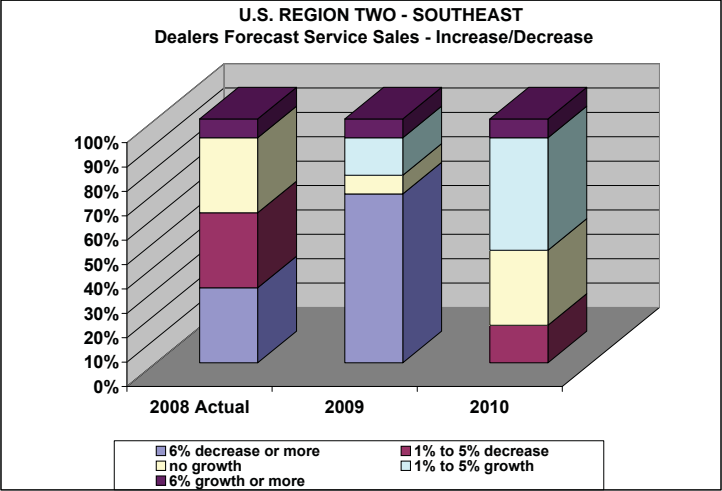
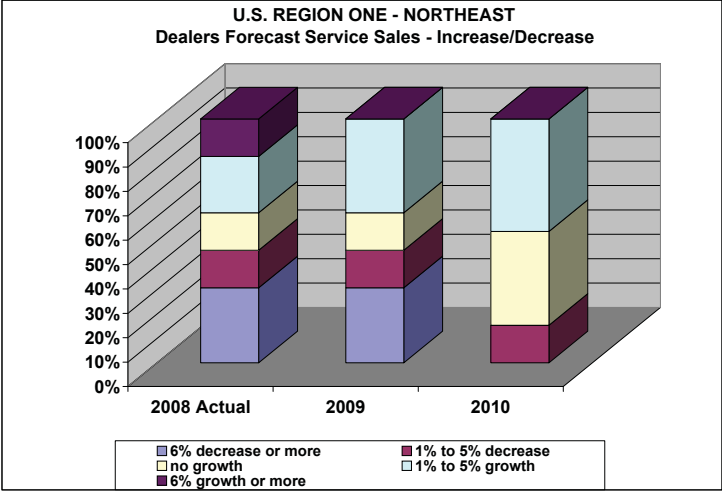
The survey indicates that a number of dealers are feeling a bit of optimism for 2010, with 53 percent of respondents forecasting service sales increases; 40 percent forecast growth in the 1 to 5 percent range. In 2010, 21 percent forecast no growth, and 25 percent forecast service sales decreases. As context for the 2010 forecast, anecdotally, there are industry executives who express the opinion that in an economic recovery, the construction industry typically lags by 12 to 18 months. With no crystal ball in hand, it is hoped that the 2010 increases forecasted in this survey are achievable.

As seen in the table below, there are distinct differences among U.S. regions and Canada, though none of the news in the five U.S. regions is particularly good when looking at 2008 and 2009. For a map of AED regions, please refer to the Table of Contents page. In 2008, the percentage of U.S. dealers reporting decreases ranges from 27 to 62 percent; that range for 2009 is 36 to 87 percent. Especially hard hit have been the Southeast, Southwest and Western regions. Notably, the percentage of U.S. dealers forecasting growth in 2010 is fairly even across the regions, with a range of from 46 to 54 percent.

Percent of Dealers Forecasting Service Sales Increases and Decreases

| Refer to Map on Table of Contents Page | 2008 Increase | 2009 Increase | 2010 Increase | 2008 Decrease | 2009 Decrease | 2010 Decrease |
|--|---------------|---------------|---------------|---------------|---------------|---------------|
| Region One – NE | 38% | 38% | 46% | 46% | 46% | 15% |
| Region Two – SE | 8% | 23% | 54% | 62% | 69% | 15% |
| Region Three – MW | 45% | 23% | 54% | 37% | 68% | 32% |
| Region Four – SW | 53% | 20% | 47% | 27% | 74% | 26% |
| Region Five – WEST | 34% | 13% | 52% | 61% | 87% | 39% |
| Canada | 82% | 45% | 72% | 18% | 36% | 9% |

The Canadian dealer situation is quite different. The percentages of dealers reporting service sales increases are 82 percent in 2008, 45 percent in 2009, and 72 percent forecasted for 2010. The percentages of dealers reporting decreases are 18 percent in 2008, 36 percent in 2009, and 9 percent forecasted for 2010.



Technician Workforce

Workforce Profile and Technician Shortage

For this workforce needs survey, information is gathered as to the number of technicians employed by equipment dealer survey respondents, as well as how many current technician job openings these respondents have. Then based on current AED dealer membership tiers, as determined per dealer annual sales volumes, survey information is projected across the estimated total number of independent, authorized, full-service construction equipment dealers in the U.S. and Canada.

Based on the aforementioned process, the estimate of currently employed construction equipment dealer technicians is 34,100 in the U.S. and Canada. Prior year workforce needs survey estimates showed technician populations of 44,200 in 2008; 44,500 in 2007; 42,400 in 2006; and 42,200 in 2005. As much as anything, this estimated 23 percent one-year decrease paints a picture of the impact of the recession on dealers and their employees. Note that, when asked why technicians had left their dealerships in the last several years, dealer respondents indicated that 34 percent left due to layoffs.

The insert below has been included in all recent AED Workforce Needs Surveys. It indicates the “cost” to the dealer of unfilled service technician job openings if their technician staffing is inadequate for customer demand. It is equally relevant in today’s situation, in the context of technician staffing reductions, as a bellwether relating to the amount of reduced service revenues in this recession. In this case, the “\$3,212 billable LOST PER WEEK” equates to service revenues lost because of reduced customer demand in the recession as represented by technician layoffs.

When You Have a Job Opening and Can’t Find a Technician... ...What Does It Cost You?

To determine the “lost opportunity cost” to the dealer when enough technicians can’t be hired to meet local market demand, assume an 80 percent recovery rate per week for a total of 36 hours that are billable.

One technician at 80 percent efficiency (recovery rate) x 45 hours/week = 36 billable hours

Therefore,

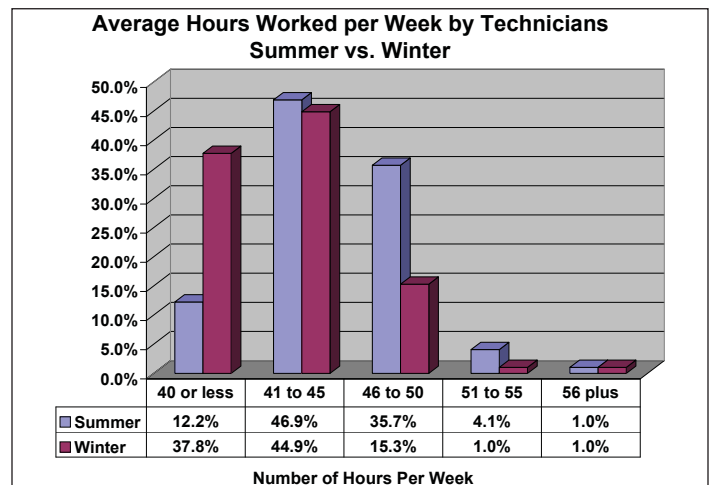
36 billable hours x \$89.22 average U.S. retail shop rate = \$3,212 billable LOST PER WEEK

Prior workforce needs survey estimates of current equipment industry dealer technician job openings were: 2,400 in 2008; 4,200 in 2007; 4,900 in 2006; and 4,500 in 2005. The estimate of current technician job openings in 2009 is 724. Again, given the existing business environment, this is not unexpected. One may even question that figure of 724 as “too high;” however,

it is reasonable to assume that a number of these openings represent circumstances such as these: replacing retirees, technicians changing employers or careers, family relocations; in other words, the normal churn of the labor markets.

Overtime

Overtime remains the rule when looking at average hours per week worked by technicians. For this survey, dealers reported that 88 percent of technicians work overtime in the summer, with 47 percent working up to 45 hours per week, and another 36 percent working up to 50 hours per week. In winter, 62 percent of technicians work overtime, with 45 percent working up to 45 hours per week, and another 15 percent working up to 50 hours per week.



In the summer, 88 percent of technicians work overtime; that percentage in winter is 62 percent.

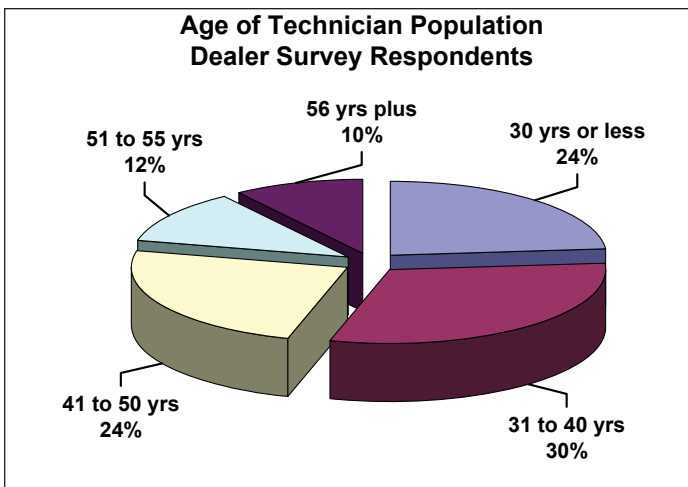
Tenure and Turnover

The average time that a technician stays with an equipment dealer is 10.7 years, as compared to previous survey results of 9.8 years in 2008, 9.4 years in 2007, 10.0 years in 2006, and 10.1 years in 2005. When asked where technicians go to work when they leave a dealer employer, the top three results were: 34 percent unknown – layoffs, 16 percent unknown – terminated for cause, and 16 percent to competitors. When asked why technicians choose to leave their employer, more than 65 percent left for a pay increase, promotion or better benefits. Another 10 percent left because of conflict with peers and/or supervisors. A technician turnover percentage is not reported this year, as some respondents included layoff data, and some did not. Historical turnover percentages from previous surveys show 11.2 percent in 2008, 9.8 percent in 2007, and 10.3 percent in 2006.

Demographics

The percentage of technicians 30 years old or younger is 24 percent. For those 31 to 50 years of age, the percentage is 55 percent. Those technicians who are 51 years of age or older represent 22 percent of the technician labor force. In reviewing comparative historical numbers, the ranges of percentages above have been fairly stable for the past several years.

Respondent dealers expect 6.3 percent of their technicians to retire during the next five years, the same number as in last year's survey. That number in 2007 was 8.9 percent.



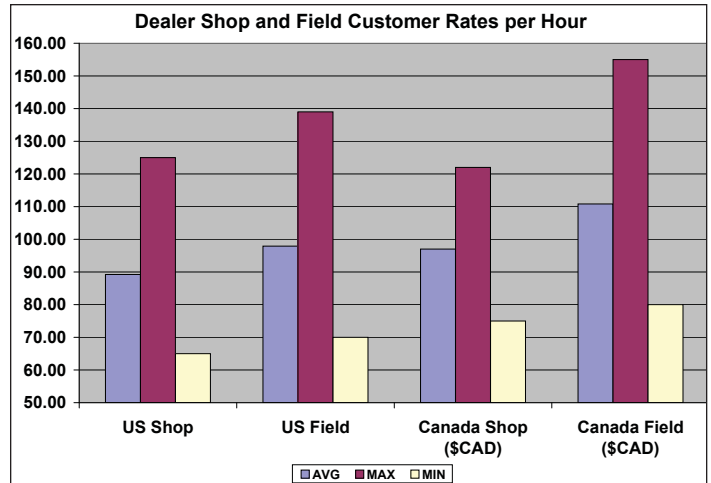
Demographics remain a relevant concern for equipment dealers.

Shop and Field Customer Labor Rates

A history of dealer shop and field customer labor rates, based on the current and previous AED Workforce Needs Surveys is provided here for the U.S. and Canada. The chart and table show summary customer labor rates for the U.S. and Canada for five years, including average, minimum and maximum rates. Important to note is that the maximum and minimum rates shown are more variable year-to-year due to their closer dependence on the specific dealer respondents in each given year. Even in this tough business environment, the "averages" continue to show a steady upward trend in all categories for 2005 to 2009. Labor rates for AED U.S. regions and Canada are provided in the two additional charts.

The average reported U.S. dealer shop customer labor rate rose to \$89.22 in 2009 from \$86.05 in 2008. The dealer field customer labor rate rose to \$97.91 from \$93.69.

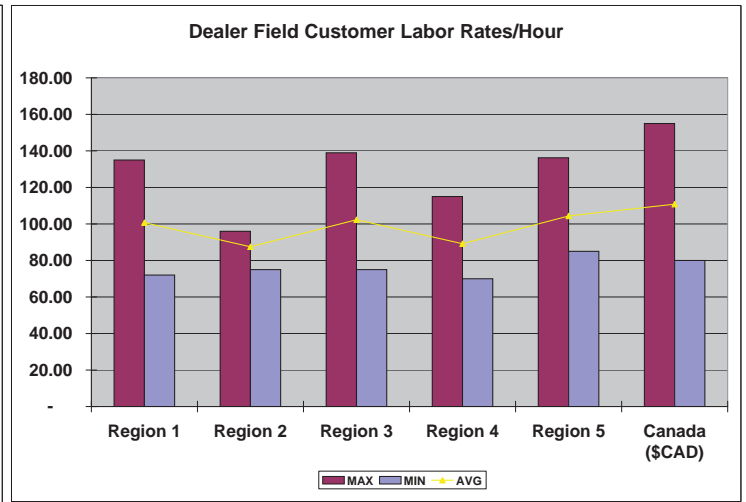
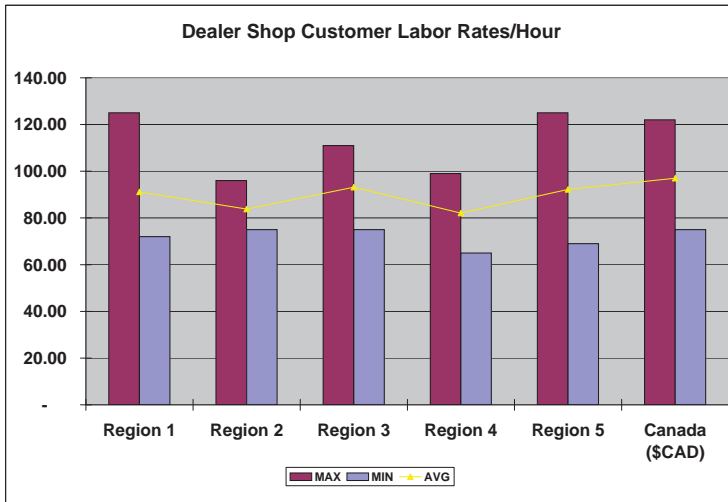
Average dealer shop customer labor rates in Canada also rose to \$97.00 (CAD) in 2009 from \$96.21 (CAD) in 2008. The dealer field customer labor rate rose to \$110.82 from \$108.57.



Average shop and field customer labor rates continue to trend up.

Shop and Field Technician Customer Labor Rates Per Hour – 2005 to 2009

| | Year | U.S. Shop | U.S. Field | Canada Shop (\$CAD) | Canada Field (\$CAD) |
|----------------|------|-----------|------------|---------------------|----------------------|
| Average | 2009 | \$89.22 | \$97.91 | \$97.00 | \$110.82 |
| | 2008 | \$86.05 | \$93.69 | \$96.21 | \$108.57 |
| | 2007 | \$80.83 | \$85.98 | \$94.90 | \$103.45 |
| | 2006 | \$78.58 | \$84.79 | \$87.65 | \$94.75 |
| | 2005 | \$75.19 | \$81.43 | \$82.16 | \$87.19 |
| Maximum | 2009 | \$125.00 | \$139.00 | \$122.00 | \$155.00 |
| | 2008 | \$106.00 | \$128.50 | \$115.00 | \$145.00 |
| | 2007 | \$110.00 | \$116.00 | \$110.00 | \$115.00 |
| | 2006 | \$115.00 | \$115.00 | \$105.00 | \$105.00 |
| | 2005 | \$110.00 | \$118.00 | \$100.00 | \$104.00 |
| Minimum | 2009 | \$65.00 | \$70.00 | \$75.00 | \$80.00 |
| | 2008 | \$65.00 | \$65.00 | \$75.00 | \$75.00 |
| | 2007 | \$52.00 | \$62.00 | \$86.50 | \$90.00 |
| | 2006 | \$52.00 | \$60.00 | \$65.00 | \$81.00 |
| | 2005 | \$45.00 | \$60.00 | \$64.95 | \$74.95 |



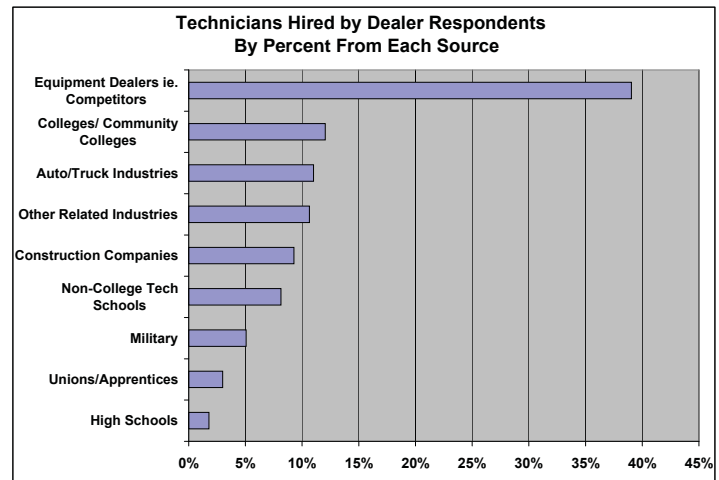
Hiring Technicians

Where Dealers Find Technicians

Consistent with all previous Foundation workforce needs surveys, equipment dealers report sourcing 39 percent of their technicians from other dealers and competitors. In each annual survey the question is asked and the answer is “competitors” by a wide margin. In previous reports, the answer was 32 percent in 2008 and 2007, and 34 percent in 2006. There is a wide margin between “competitors” and the runners-up. The four next most prominent sources were community colleges at 12 percent, the auto/truck industries at 11 percent, other related industries at 11 percent, and construction companies at 9 percent.

It is common knowledge that the reason for hiring competitors’ technicians is the difficulty of finding qualified technician job applicants, and expediency in filling those positions. Other sources offer perceived disadvantages, at least in the short term. Hiring from the military, related industries like auto and truck, and entry-level applicants graduating from technical programs may well present a longer learning curve involving more training and mentoring, and perhaps a reduced recovery rate initially.

However, the high percentage of technician job market “churn,” that is, the same technicians merely moving from employer to employer, presents dealers with another set of very real challenges: Labor rates are elevated in the job market, with no added productivity. The constant “learning curve” resulting from the technician “revolving door” has its own resulting dealer costs. Any type of company/employee relationship becomes difficult to establish. Customers may see dealer instability when their key contact – in many cases the technician – changes multiple times. These types of “costs of churn” are worth considering as dealers plan for their technician staffing needs.



Competitors remain by far the primary source for dealers to recruit technicians.

What Technicians Are Paid

The graphs and table on page 9 present average, maximum, and minimum technician hourly wages as reported by AED dealer survey respondents. Note that, as with the dealer customer labor rates discussed previously, the maximum and minimum numbers shown are more variable year-to-year due to their closer dependence on the specific dealer respondents in each given year.

The experienced U.S. shop technician on average earns \$21.99 per hour, up from \$21.29 the previous year. On average, the experienced U.S. field technician wage is \$24.50 per hour, up from \$24.04 the previous year. In Canada, an experienced shop technician receives, on average, \$27.40 (CAD) per hour; the field technician’s average wage is \$29.24 (CAD).

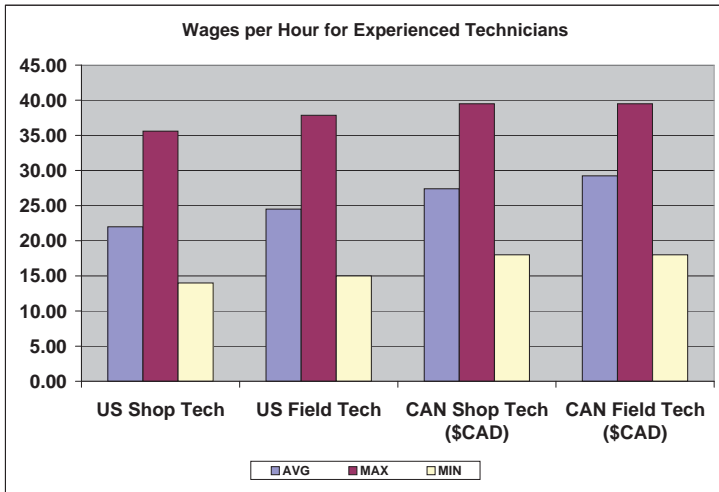
This annual survey has tracked dealer technician employee wages since 2006, and the four-year trends from 2006 to 2009 are presented in the table here. In general, the average shop and field technician wages show a level of consistency and stability even in the current situation where many technicians have been laid off. This perhaps can be accounted for in terms of supply and demand dynamics that still apply to many of the employers' remaining technicians; the more skilled, knowledgeable and productive techs whom dealers need and want to retain.

Data for each AED U.S. region and Canada is shown in the two final charts in this section of the report.

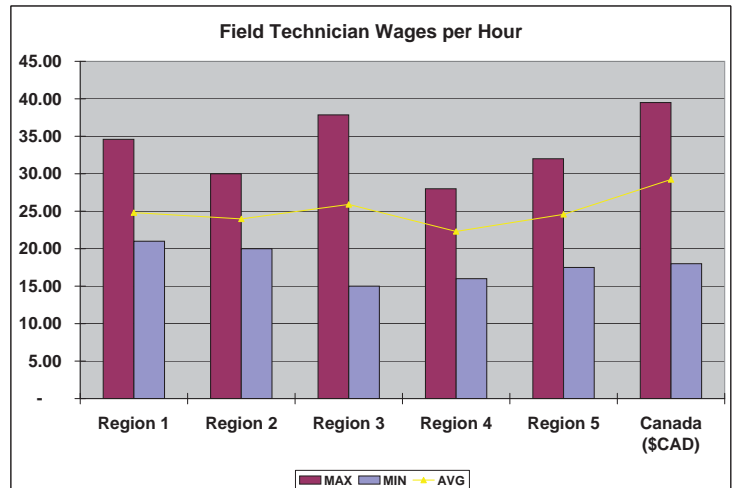
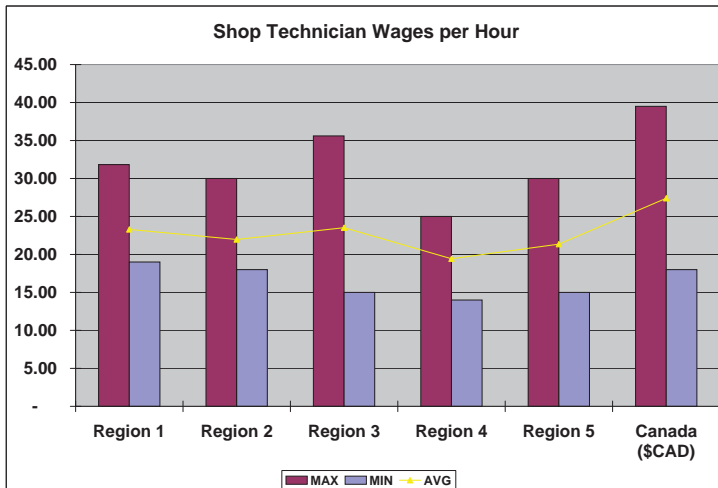
Shop and Field Technician Employee Wages Per Hour – 2006 to 2009

| | Year | U.S. Shop | U.S. Field | Canada Shop (\$CAD) | Canada Field (\$CAD) |
|----------------|------|-----------|------------|---------------------|----------------------|
| Average | 2009 | \$21.99 | \$24.50 | \$27.40 | \$29.24 |
| | 2008 | \$21.29 | \$24.04 | \$28.23 | \$30.18 |
| | 2007 | \$20.96 | \$22.93 | \$28.84 | \$31.58 |
| | 2006 | \$19.78 | \$22.00 | \$25.76 | \$27.71 |
| Maximum | 2009 | \$35.60 | \$37.85 | \$39.50 | \$39.50 |
| | 2008 | \$35.00 | \$45.00 | \$35.00 | \$39.00 |
| | 2007 | \$32.85 | \$34.10 | \$34.00 | \$35.00 |
| | 2006 | \$32.05 | \$33.05 | \$32.00 | \$32.00 |
| Minimum | 2009 | \$14.00 | \$15.00 | \$18.00 | \$18.00 |
| | 2008 | \$10.00 | \$12.00 | \$18.50 | \$18.50 |
| | 2007 | \$15.00 | \$16.00 | \$24.12 | \$27.00 |
| | 2006 | \$14.00 | \$15.00 | \$20.00 | \$20.00 |

Even in today's severe recessionary environment, U.S. technician wages show growth and stability.



The average shop tech earns \$21.99 in the U.S. and \$27.40 (CAD) in Canada.
The average field tech earns \$24.50 in the U.S. and \$29.24 (CAD) in Canada.



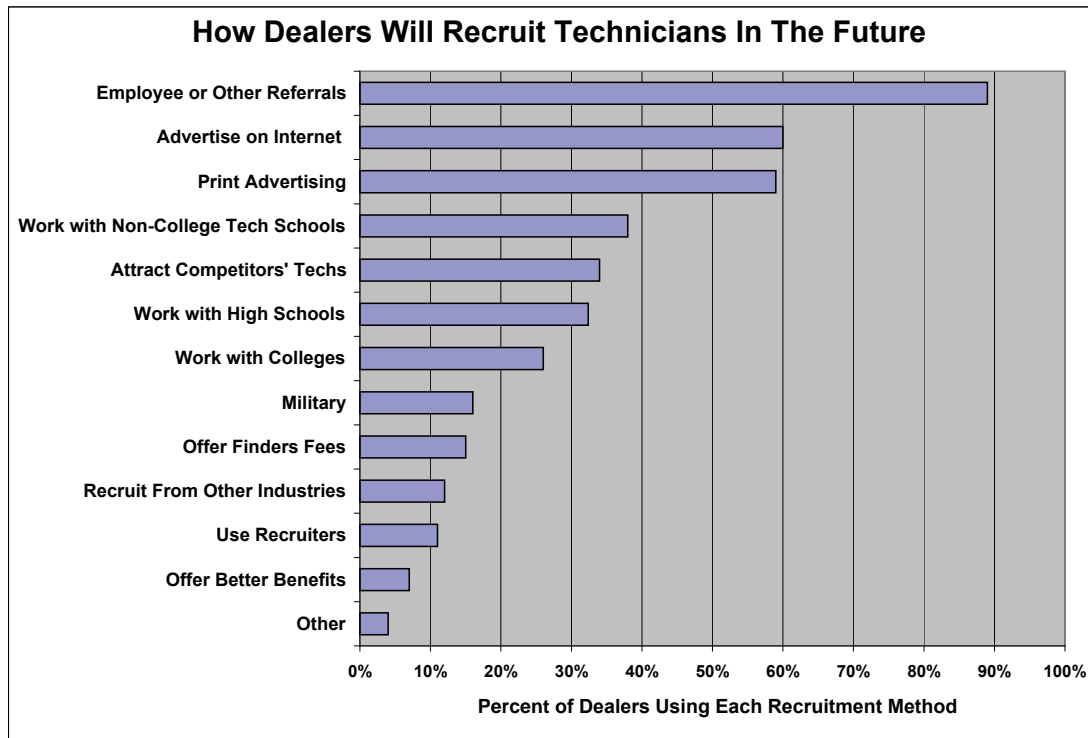
How Dealers Hire Technicians

In each annual workforce needs survey, dealers are asked how they plan to recruit their technicians in the future. Respondents are asked to check “all that apply” when answering this question. Dealers recruit through many different avenues that are available to them; however, the methods shown in the accompanying table appear year after year as the most used options.

This table shows the year-to-year comparison of the variety of recruitment methods mentioned by respondents in the survey. Employee referrals are at the top of the list, as has been the case in all recent surveys, at 89 percent. Internet ads at 60 percent moved up in the rankings as the second most frequent method. The third most frequent method is print advertising at 59 percent; print ads were the second most used method last year. Other methods not shown in this table include: Military at 16 percent (26 percent last survey); Finders Fees at 15 percent (23 percent last survey); and Other Industries at 12 percent (18 percent last survey).

Top Methods – Recruiting Technicians (Percent of Dealers Using Method)

| | SURVEY YEAR | | | |
|----------------------------|-------------|---------|---------|---------|
| | '09-'10 | '08-'09 | '07-'08 | '06-'07 |
| Referrals | 89% | 85% | 74% | 78% |
| Internet Ads | 60% | 50% | 50% | 50% |
| Print Ads | 59% | 59% | 69% | 62% |
| Tech Schools (Non-college) | 38% | 43% | 52% | 55% |
| Competitors | 34% | 31% | 46% | 47% |
| High Schools | 32% | 32% | 29% | 36% |
| Tech Colleges | 26% | 24% | 40% | 40% |



Employee referrals, Internet ads and print ads are the top three means of recruiting technicians.

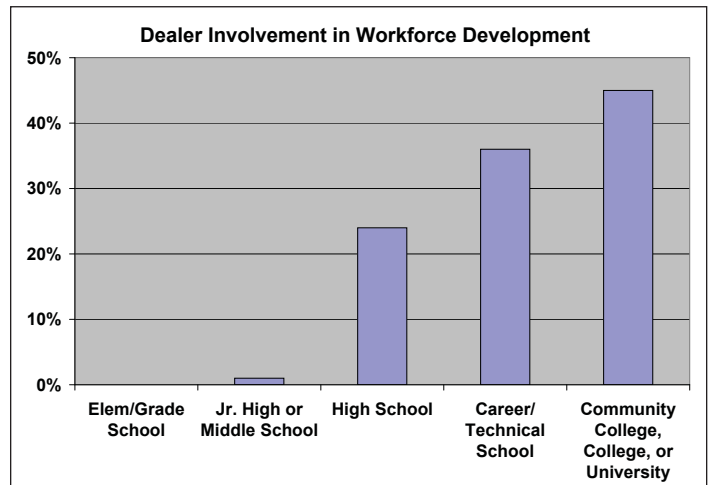
Involvement with Technical Schools and Colleges

The AED Foundation’s workforce development strategy, including the issue of technician recruitment, focuses on community-based school-to-work initiatives. With this type of strategy, the Foundation promotes the establishment of local groups and/or task forces of dealers, manufacturers, post-secondary technical schools and other industry participants who work together on programs that meet their mutual needs. AED Foundation school partnership programs are an integral part of this approach, with AED dealers working in this structure to “grow their own technicians.” Such programs include the AED Accreditation and AED Recognized Education Alliance programs for colleges with equipment technology degree offerings. Typical efforts address student recruitment activities, technical program development, working with and supporting students in the schools, and student placement. AED also provides a number of “tools” that can be used in these types of initiatives.

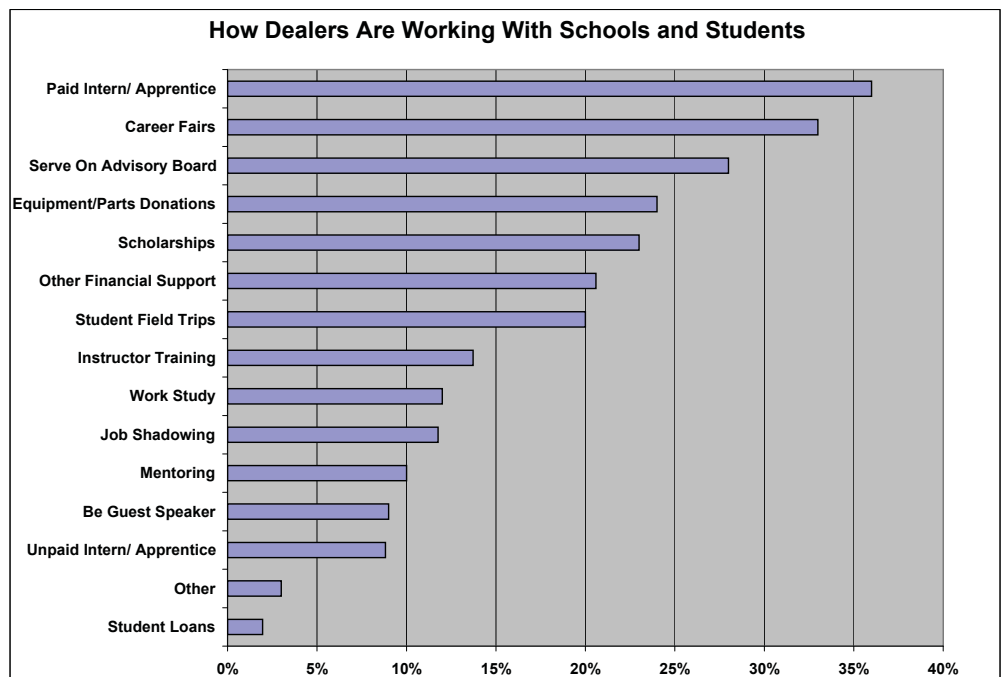
Through the above approach, industry “image” issues as to technician careers are addressed through direct person-to-person relationship building with students, their parents, school career counselors, student peers and other career decision influencers. Bridges are built between dealers, post-secondary schools, local high schools and other industry participants. In this way, every student who decides on an equipment technician career is an “image success story.”

As to equipment dealers working with local schools in community-based school-to-work programs, the percentage is 58 percent as compared to 62 percent in last year’s survey and 61 percent in the year before that. Broken down by type of school involvement, 45 percent work with technical community colleges, 36 percent work with non-college technical schools, 24 percent work with high schools, 1 percent work with middle schools, and none work with elementary or grade schools.

As in last year’s report, this survey indicates that, with few exceptions, next to no one is working on student recruitment programs in junior high/middle schools or grade schools. This has been the general response in all recent AED Foundation workforce needs surveys. Anecdotally, a number of industry stakeholders tell the Foundation that efforts at this level are increasingly important – that students should be reached early in their career-decision process. By early or



58 percent of dealer respondents indicate they work with local secondary and post-secondary schools.



Fifty-two percent of dealer respondents say they have hired new techs via local school partnership efforts.

mid high school years, students today may already be well along the road in exploring career alternatives and making those decisions.

Similar to last year’s survey number of 50 percent, 52 percent of responding dealers this year indicated that they have hired new technicians via their local school partnership efforts. Those partnering dealers are involved in different ways with local schools as shown in the accompanying chart. The average number of graduating students hired during the last five years is 13, with a median number of five.

Dealers were asked to “check all” types of student recruitment activities in which they are now involved: Paid Internships and Apprenticeships remain the most widely used as reported by 36 percent of respondents. Other Top 5 activities are: Career Fairs at 33 percent, Serve on the Advisory Board at 28 percent, Equipment and Parts Donations at 24 percent, and Student Scholarships at 23 percent.

To state the importance of these local workforce initiatives, “dealers involved in community-based school-to-work programs are doing far more than creating a local stream of new qualified entry-level technicians. They are a part of something much bigger. They help to ensure the continued existence of the technical programs, contribute to the quality of the educational process, form mutually beneficial relationships with faculty and students, and have the satisfaction of helping young people find and prepare for a rewarding, challenging career in our industry.”

Entry-Level Technician Hiring

Minimum Qualifications

This year, dealers were asked what job applicant minimum qualifications they require when hiring entry-level technicians. Again, respondents were asked to check all that apply. The top three were: Some related work experience at 63 percent of respondents; substance abuse testing at 61 percent, and personal references at 57 percent. The survey also asked what additional qualifications dealers require when hiring experienced technicians. A solid work history was No. 1 at 35 percent of respondents, and attitude/work ethic/additional references No. 2 at 16 percent. Please see the two tables in this section for additional information.

Entry-Level Minimum Hiring Qualifications Required

| <i>(Percent of Dealers Specifying)</i> | |
|--|-----|
| Some Related Work Experience | 63% |
| Pass Substance Abuse Test | 61% |
| Personal References | 57% |
| Some Work Experience | 44% |
| Skills and/or Knowledge Tests | 42% |
| Secondary/H.S. Diploma | 40% |
| Equipment/ Diesel 2-Yr Degree | 23% |
| Related 2-Yr Technical Degree | 15% |

Additional Hiring Qualifications for Experienced Technicians

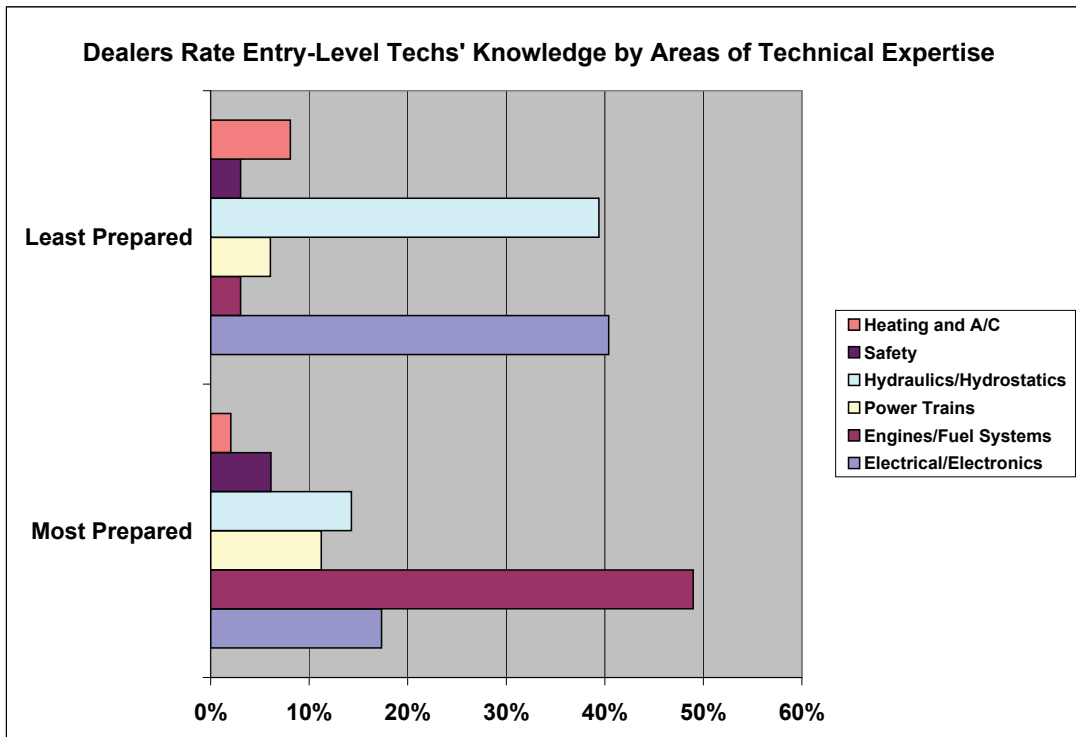
| <i>(Percent of Dealers Specifying)</i> | |
|--|-----|
| Solid Work History | 35% |
| Attitude/Work Ethic/Character/ Additional References | 16% |
| Specific Technical Skills | 14% |
| Apprenticeship/Certification/ Journeyman Status (esp. Canada) | 12% |
| Adequate Tools | 11% |
| Valid Drivers License/Good Driving Record | 9% |

Entry-Level Technician Areas of Technical Expertise

AED’s national technical standards are contained in the publication Standards for Construction Equipment Technology, which is regularly updated by task forces comprised of representatives from equipment dealerships, manufacturers, technical colleges and other industry participants. The standards are truly “of the industry, for the industry,” and specify what the industry says students need to know upon graduation from a two-year equipment technology degree program. They are quite literally the foundation for the AED Accreditation and AED Recognized Education Alliance programs.

A survey question posed every year asks respondents in what technical areas entry-level service technicians are “most prepared” and “least prepared,” as related to the six major sections of the AED standards. Responses have been very consistent over the past five years of the survey.

For the category of “most prepared,” the dominant answer by far is again “engines and fuel systems” as reported by 49 percent of respondents this year and 54 percent of respondents last year. In the category of “least prepared,” two areas again stood out by far from all the others. They are “electrical/electronics” at 40 percent of respondents this year versus 46 percent last year, and “hydraulics/hydrostatics” at 39 percent of respondents this year versus 40 percent last year. It is no coincidence that electrical/electronics and hydraulics/hydrostatics are two areas that have received much emphasis in the last two updates of AED’s technical standards.



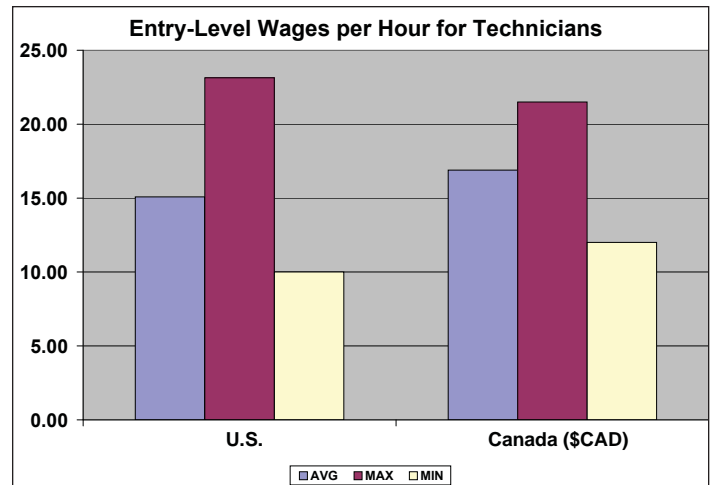
New techs are “least prepared” in the areas of “electrical/electronics” and “hydraulics/hydrostatics.” AED dealers report that new techs are “most prepared” in the area of “engines/fuel systems.”

Entry-Level Technician Wages

In the U.S., the average entry-level technician wage reported by survey respondents is \$15.08, with a maximum of \$23.14 and a minimum of \$10.00. For Canada, the average reported wage is \$16.89 (CAD) with a maximum of \$21.50 (CAD) and a minimum of \$12.00 (CAD). The trend from 2004 to 2009 is provided in the accompanying table, and additional data is in the accompanying graph.

Entry-Level Technician Wages Per Hour 2004 to 2009

| | Year | U.S. | Canada (\$CAD) |
|----------------|------|---------|----------------|
| Average | 2009 | \$15.08 | \$16.89 |
| | 2008 | \$15.03 | \$18.47 |
| | 2007 | \$14.94 | \$19.45 |
| | 2006 | \$14.35 | \$18.22 |
| | 2005 | \$14.32 | \$17.74 |
| | 2004 | \$13.91 | \$16.00 |
| Maximum | 2009 | \$23.14 | \$21.50 |
| | 2008 | \$25.00 | \$27.50 |
| | 2007 | \$31.30 | \$32.72 |
| | 2006 | \$30.10 | \$27.00 |
| | 2005 | \$25.00 | \$28.00 |
| | 2004 | \$27.00 | \$23.00 |
| Minimum | 2009 | \$10.00 | \$12.00 |
| | 2008 | \$8.00 | \$14.00 |
| | 2007 | \$9.50 | \$15.00 |
| | 2006 | \$8.00 | \$12.00 |
| | 2005 | \$9.00 | \$12.00 |
| | 2004 | \$9.50 | \$12.00 |



The average entry-level wage is \$15.08 in the U.S. and \$16.89 (CAD) in Canada.



Industry-Specific Dealer Management Training

- Manager certification programs in parts, service, branch and rental management
- Education programs in parts, service, rental, sales, finance, and human resources
- Courses in branch management, people management and customer management
- Courses in office skills, safety and compliance, and human resources
- Seminars, self-study programs, and online training – online pre-tests and post-tests
- Provider of Continuing Education Units (CEUs) as approved by IACET
- Free Personal Development Plans (PDPs) for managers employed with AED members
- The AED University Learning Management System, a free service to AED members; the LMS provides an integrated, online education management tool designed to help supervisors and employees plan, select, coordinate and track their professional education experiences

Visit www.aedu.org for more information.

AED Accredited & Education Alliance Technical Schools

AED Accredited Schools

Alaska Vocational
Technical Center
Seward, Alaska

Dakota County
Technical College
Rosemount, Minn.

Des Moines Area
Community College
Ankeny, Iowa

Edison Community College
Piqua, Ohio

Ferris State University
Big Rapids, Mich.

Idaho State University
Pocatello, Idaho

Illinois Central College
East Peoria, Ill.

Lane Community College
Eugene, Ore.

Lansing Community College
Lansing, Mich.

Lewis-Clark State College
Lewiston, Idaho

Linn-Benton
Community College
Eugene, Ore.

Linn State Technical College
Linn, Mo.

Minnesota State Community
and Technical College
Moorhead, Minn.

North Dakota State College
of Science
Wahpeton, N.D.

Northeast Wisconsin
Technical College
Sturgeon Bay, Wis.

Oklahoma State University,
Okmulgee, Okla.

Owens State
Community College
Perrysburg, Ohio

Parkland College
Champaign, Ill.

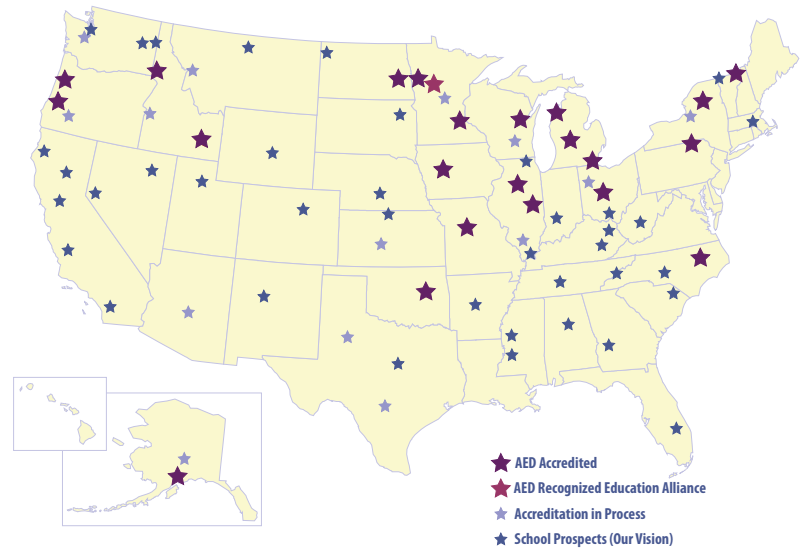
Pennsylvania College
of Technology
Williamsport, Pa.

State University of New York
at Cobleskill
Cobleskill, N.Y.

Wake Technical
Community College
Raleigh, N.C.

White Mountains
Community College
Berlin, N.H.
*Formerly known as New
Hampshire Community
Technical College*

**AED Foundation
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AEDCareers.com is provided as an industry resource to assist in recruiting students specifically for careers as construction equipment technicians with AED dealers. AEDCareers.com is a workforce development initiative of The AED Foundation.

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615 W. 22nd Street | Oak Brook, IL 60523
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