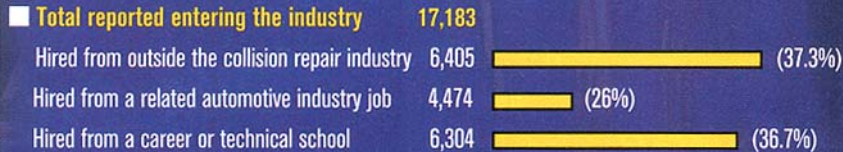


Technician Turnover in the Last 12 Months



New Technicians Reported in the Last 12 Months



Graphs reprinted courtesy of the I-CAR Education Foundation, taken from the 2004 Snapshot of the Collision Industry.