

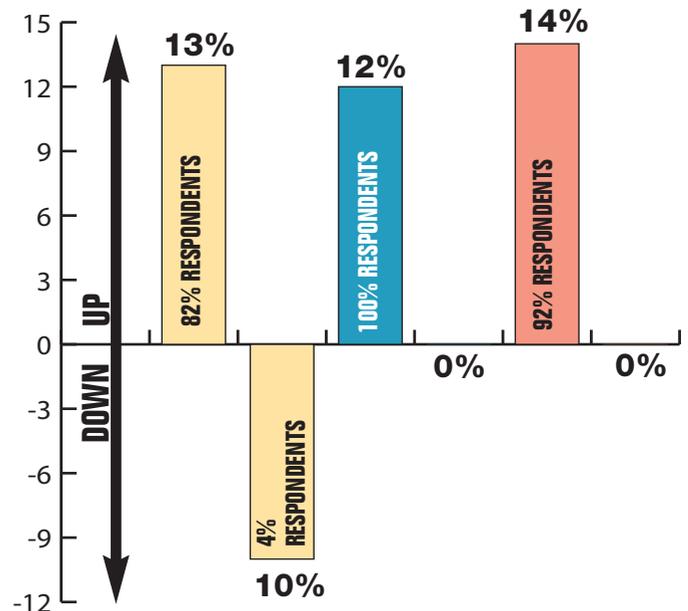
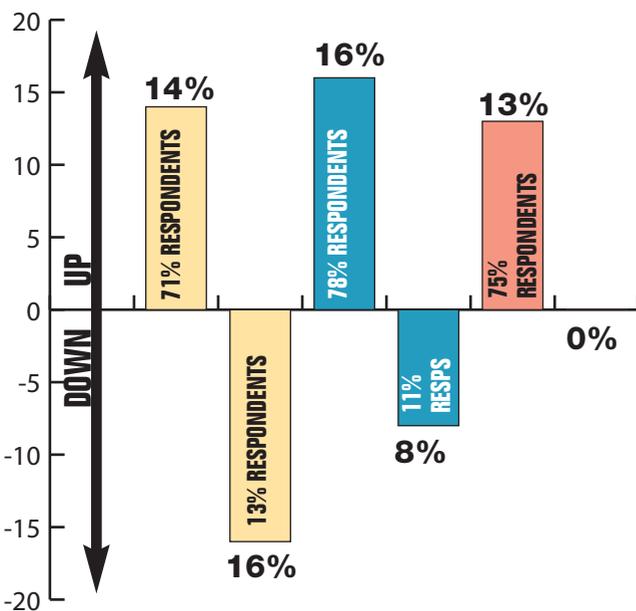
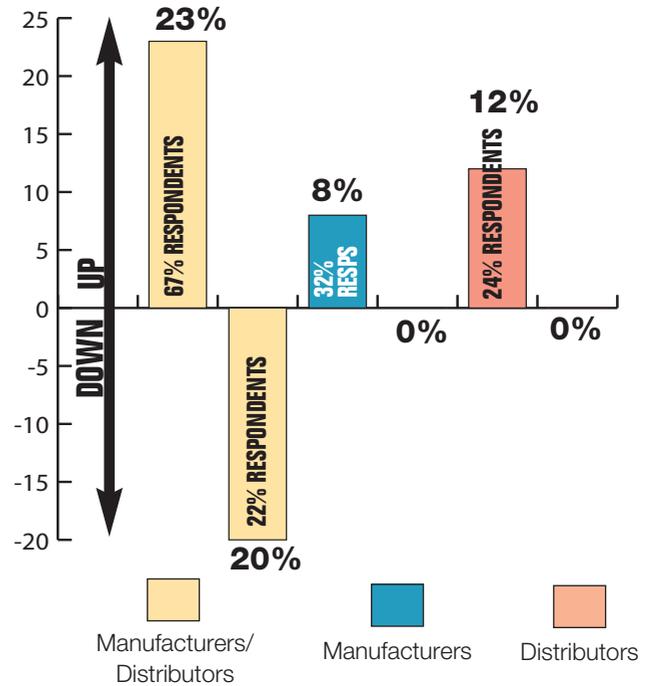
State of the Industry

The 2014 *Auto Laundry News* State of the Industry Survey was conducted through the mailing of questionnaires to a random selection of vendors to the car care industry. The information in this report results from an analysis of data provided by respondents nationwide.

Survey participants were unable to repeat their singular performance of last year, when overall, in every sub category, a larger proportion than in the previous year was able to report sales growth. While vendors may have taken a step back this year, their sales achievements compare favorably with those of two years ago. Overall this year, 71 percent of respondents reported average sales growth of 14 percent. This compares to 79 percent who were able to increase sales by an average of 18 percent last year. Two years ago, only 62 percent managed to up their sales. Equipment manufacturers backpedaled the farthest — compared to 91 percent who reported average sales growth of 23 percent last year, only 78 percent of current-survey respondents in this category reported advancing sales at an average rate of 16 percent. Chemical manufacturers show the most consistent performance with the exact same proportion (75 percent) as last year reporting the exact same average increase in sales (13 percent). There is some improvement to be found in this category — while last year 13 percent of respondents reported a slight decline in sales (2 percent on average), in the current survey there are zero reports of sales reversals.

After a surprise turnabout last year, equipment sales in the self-serve category have returned to their traditional apportionment, going predominantly to refurbished facilities (84 percent) as opposed to new builds (16 percent). While sales of both tunnel and in-bay automatic equipment favor refurbished facilities (see graphic on page 38), neither reaches the level of disparity seen in the self-serve category.

EMPLOYEE COUNT GROWTH/DECLINE 2013 TO 2014



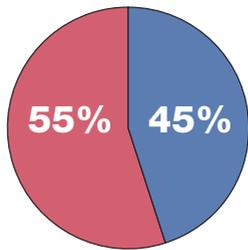
AVG. SALES GROWTH/DECLINE 2013 TO 2014



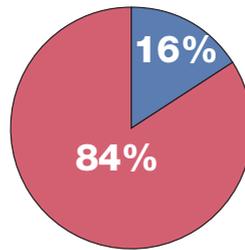
AVG. PREDICTED GROWTH/DECLINE 2014 TO 2015

Table 1	Sales Growth 2013 vs. 2014		Sales Forecasts 2014 vs. 2015	
	Increase	Decrease	Increase	Decrease
Manufacturers/Distributors	78%	11%	89%	0%
Avg. % Increase/Decrease	14	10	16	0
Manufacturers	74%	5%	95%	0%
Avg. % Increase/Decrease	13	8	12	0
Distributors	65%	29%	65%	18%
Avg. % Increase/Decrease	17	19	15	10

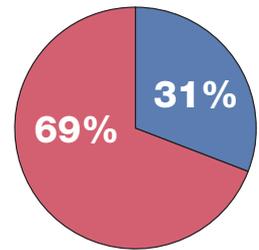
2014 EQUIPMENT SALES TO:



TUNNEL EQUIPMENT

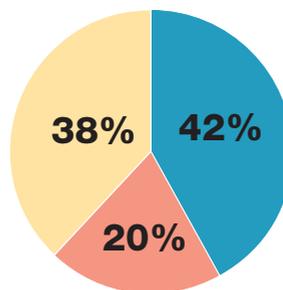
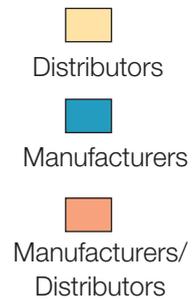
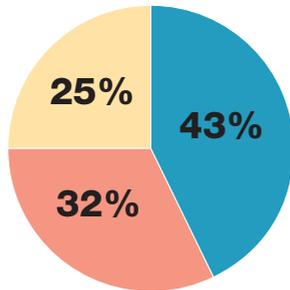
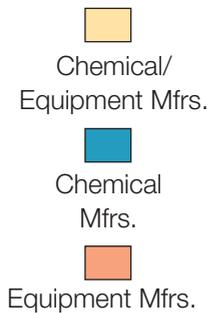


SELF-SERVE EQUIPMENT



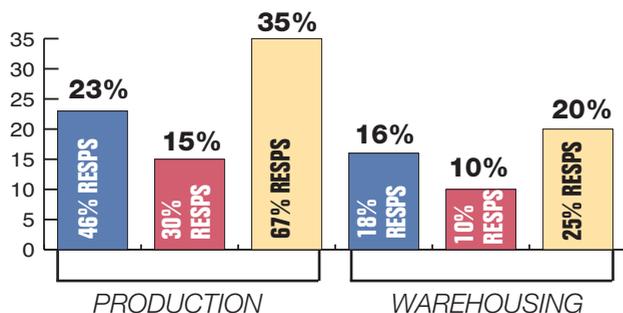
AUTOMATIC EQUIPMENT

RESPONSE POOL COMPOSITION



■ All Manufacturers ■ Equipment Manufacturers ■ Chemical Manufacturers

Avg. Production/Warehousing Capacity Increase **2013 to 2014**



Avg. Future Production/Warehousing Capacity Increase (projected) **2014 to 2015**

