

Collette Motors

37 Main st. S Grafton MA 01560

November 14, 2025

To Whom It May Concern,

We are requesting an updated and sustainable labor rate of \$119 per hour, a rate that reflects the true cost of providing safe, high quality, and reliable service. This adjustment is long overdue, as current labor rates no longer align with the increasing costs of operating a modern, compliant, and professional repair facility in Massachusetts.

Our technicians, who are the backbone of our operation, earn approximately \$34 per hour. With a standard labor burden of 1.25, their actual cost is \$40.80 per hour, including holidays. We also invest in insurance, vacation, and ongoing training to maintain safety, skill, and compliance with evolving vehicle technology and industry standards.

Beyond direct labor, operating a shop requires significant overhead to remain safe and efficient. Costs such as property rent, insurance, utilities, equipment, and administrative staff responsibilities ranging from scheduling to compliance and accounting have all risen sharply in recent years. Maintaining a lower rate is no longer viable if shops are expected to meet safety standards, keep up with advancing vehicle systems, and retain skilled technicians in a competitive labor market.

A rate of \$119 per hour is not inflated; it is realistic, sustainable, and necessary to continue delivering the quality workmanship and professional service that consumers deserve. This rate ensures collision repair facilities can remain operational, invest in their workforce, and maintain full compliance with state and industry standards.

Sincerely,
Jim Collette

Collette Motors 508-839-4495