



## Your Report

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Variable: {technician\_billable\_utilization\_ideal\_hvac\_industry}

Definition: Percentage of total paid technician hours that are billable (wrench time, excluding travel, shop time, training per ServiceTitan benchmarks).

Value: N/A

Top Performers: Elite 10-20% achieve 85%+ via optimized dispatching, GPS routing, and 1-hour training blocks (ServiceTitan 2023 HVAC Report).

Value Tiers: <\$1M rev: 65-75%; \$1-5M: 70-80%; >\$5M: 75-85% (Nexstar, ServiceTitan).

Red Flag Trigger: <65% overall or <70% for >\$2M revenue firms.

Default Value: 75%

Variable: {dispatching\_delays\_percentage\_hvac\_industry}

Definition: Percentage of service calls dispatched >2 hours after customer request (ServiceTitan, Jobber benchmarks).

Value: N/A

Top Performers: Top 20% hold <5% via 24/7 call center and dynamic scheduling (ServiceTitan 2023).

Value Tiers: <\$1M rev: <15%; \$1-5M: <10%; >\$5M: <5%.

Red Flag Trigger: >15%.

Default Value: 8%

Variable: {inventory\_waste\_stockouts\_percentage\_hvac\_industry}

Definition: Percentage of annual inventory spend lost to waste, obsolescence, or stockouts preventing sales (Successware, FieldEdge surveys).

Value: N/A

Top Performers: Elite achieve <2% with vendor-managed inventory and weekly audits (PHCC benchmarks).

Value Tiers: <\$1M rev: <5%; \$1-5M: <4%; >\$5M: <3%.

Red Flag Trigger: >5%.

Default Value: 3%

Variable: {csat\_ideal\_hvac\_industry}

Definition: Customer Satisfaction score as % of 5/5 ratings or average score out of 5 (ServiceTitan, Housecall Pro).

Value: N/A

Top Performers: Top 10% exceed 95% (4.75+/5) via post-call surveys and tech incentives (ServiceTitan 2023).

Value Tiers: N/A – Consistent across sizes.

Red Flag Trigger: <85% (4.25/5).

Default Value: 92%

Variable: {technician\_turnover\_rate\_hvac\_industry}

Definition: Annual percentage of technicians leaving voluntarily or involuntarily (PHCC Labor Report, Nexstar).

Value: N/A

Top Performers: Elite <20% via profit-sharing, career paths, and low overtime (Nexstar 2023).

Value Tiers: <\$1M rev: 30-40%; \$1-5M: 25-35%; >\$5M: 20-30% (ServiceTitan).

Red Flag Trigger: >40%.

Default Value: 30%

Variable: {ops\_manager\_salary\_range\_hvac\_industry}

Definition: Annual base salary range for operations manager overseeing dispatching, inventory, tech scheduling (RMA Statement Studies, BizMiner).

Value: N/A

Top Performers: N/A – Not applicable.

Value Tiers: <\$2M rev: \$80K-\$110K; \$2-5M: \$100K-\$130K; >\$5M: \$120K-\$160K (BizMiner 2023).

Red Flag Trigger: N/A – Not applicable.

Default Value: N/A

Variable: {compound\_efficiency\_multiplier\_hvac\_industry}

Definition: Multiplier on labor efficiency from compounded improvements in utilization, attach rates, routing (EGIA, Nexstar efficiency reports).

Value: N/A

Top Performers: Elite achieve 1.4x+ via integrated CRM/dispatching (ServiceTitan).

Value Tiers: <\$1M: 1.1x; \$1-5M: 1.2x; >\$5M: 1.3x.

Red Flag Trigger: <1.1x.

Default Value: 1.2

Variable: {total\_employees\_count\_hvac\_industry}

Definition: Total headcount including techs, admins, owners (IBISWorld, SBA reports).

Value: N/A

Top Performers: N/A – Scales with revenue; focus on tech leverage.

Value Tiers: <\$1M rev: 5-15; \$1-5M: 15-40; >\$5M: 40+ (ServiceTitan medians).

Red Flag Trigger: N/A – No universal flag.

Default Value: 20

Variable: {service\_techs\_count\_hvac\_industry}

Definition: Number of service/maintenance technicians (ServiceTitan, Nexstar).

Value: N/A

Top Performers: N/A – Optimize ratio to revenue (\$250K-\$350K rev/tech).

Value Tiers: <\$1M rev: 3-6; \$1-5M: 6-15; >\$5M: 15+.

Red Flag Trigger: N/A – No universal flag.

Default Value: 8

Variable: {install\_techs\_count\_hvac\_industry}

Definition: Number of installation technicians (ServiceTitan, ACCA).

Value: N/A

Top Performers: N/A – Balance 40-60% of total techs for growth firms.

Value Tiers: <\$1M rev: 1-4; \$1-5M: 4-10; >\$5M: 10+.

Red Flag Trigger: N/A – No universal flag.

Default Value: 5

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