

Operations Profile

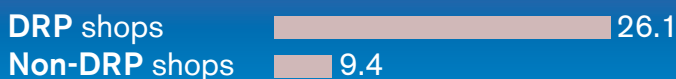
What's Going On — and How it's Going — Inside Shops Across the Country

Average Number of Estimates Written and Jobs Performed Per Week

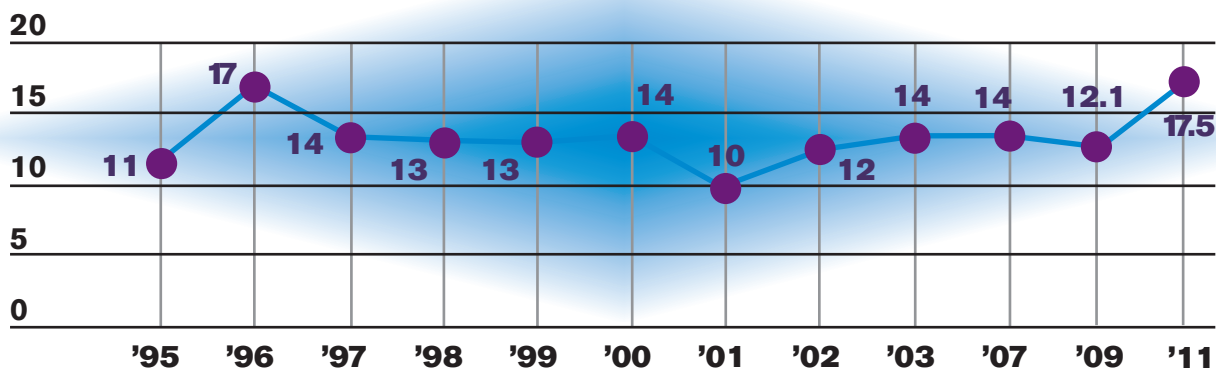
Estimates Written



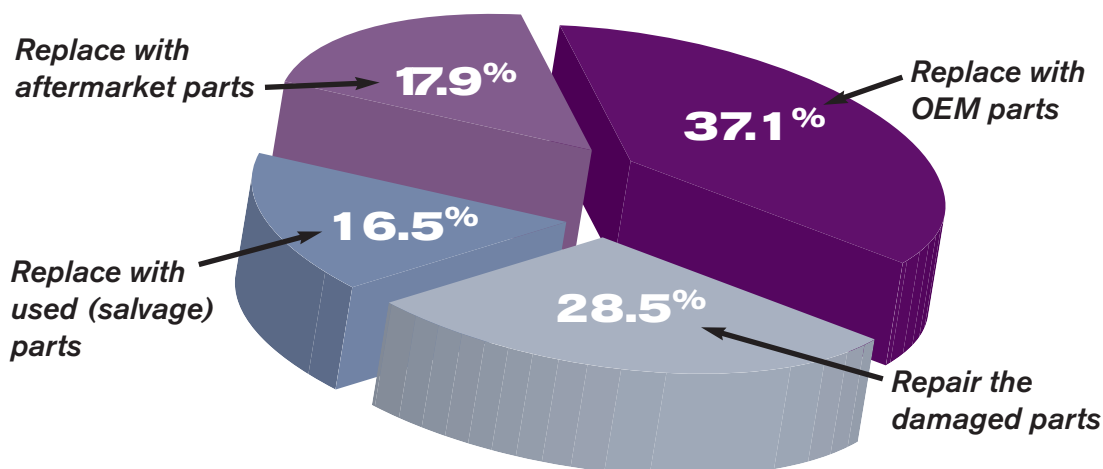
Jobs Performed



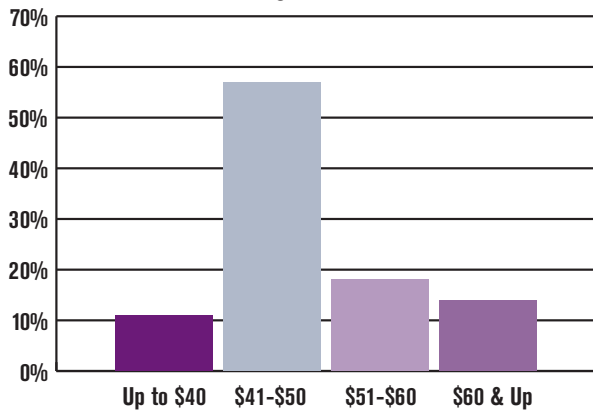
Average Number of Jobs Performed Each Week: 17.5



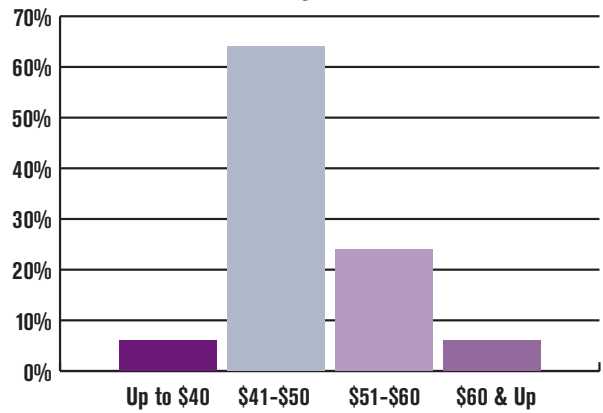
When Making Collision Repairs, What Percentage of the Time Do You:



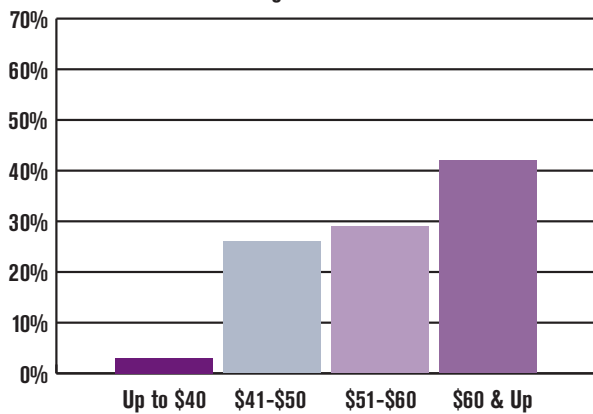
Distribution of Average Paint Labor-Rate – Non-DRP



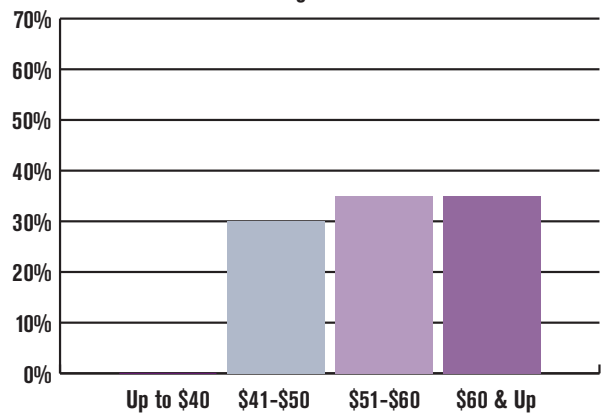
Distribution of Average Paint Labor-Rate – DRP



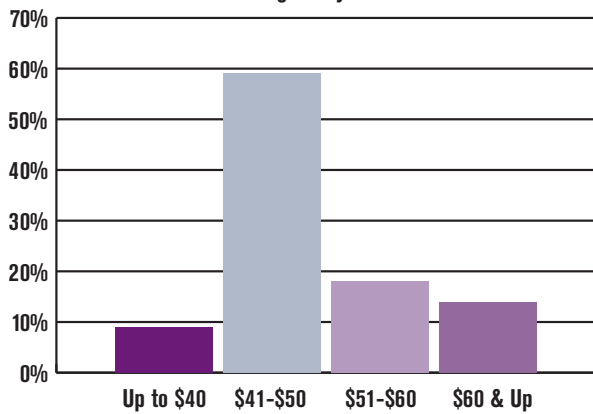
Distribution of Average Frame Labor-Rate – Non-DRP



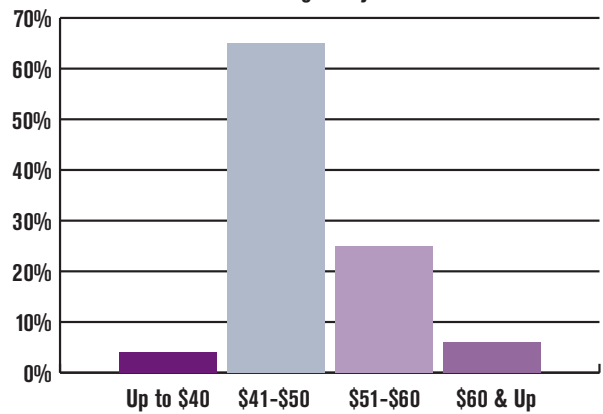
Distribution of Average Frame Labor-Rate – DRP



Distribution of Average Body Labor-Rate – Non-DRP



Distribution of Average Body Labor-Rate – DRP



What Percentage of Your Repair Orders Include:

New OEM replacement parts:**59%**
CAPA-certified A/M
 crash parts:**33%**
Non-CAPA-certified
 A/M crash parts:**8%**

Percentage of Replacement Crash Parts that Provide an Acceptable Fit

New OEM replacement parts:**91%**
CAPA-certified A/M crash parts:**56%**
Non-CAPA-certified
 A/M crash parts:**29%**

Have You Ever Been Told by an Insurer that You're the "Only One" Charging for That?

Yes 60%

No 40%

If Yes, Do You Still Charge for the Operation?

Always:54%

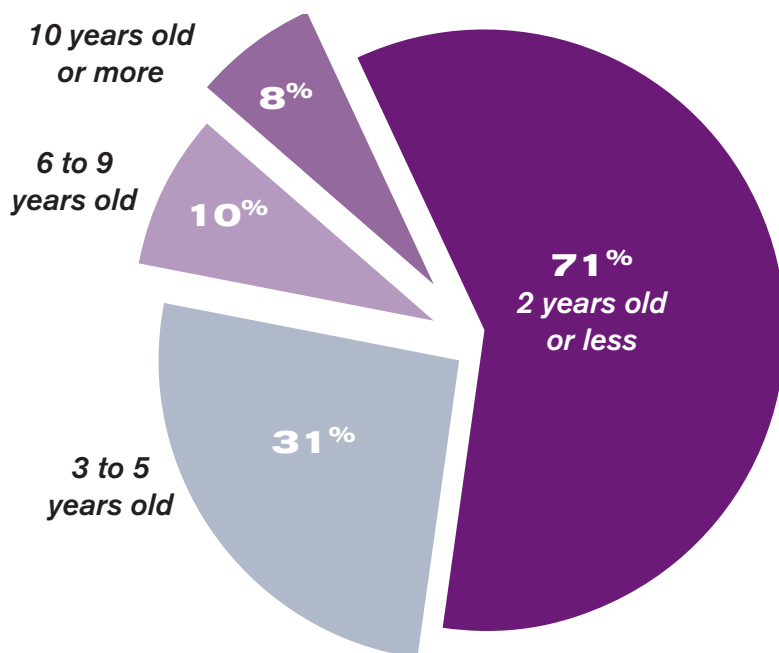
75% of the time:21%

50% of the time:3%

25% of the time:15%

Never:8%

Age of Vehicles for Which A/M Crash Parts are Being Specified in Insurance Appraisals

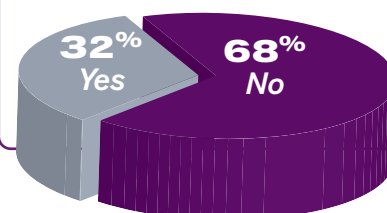


Average ticket:\$2,097

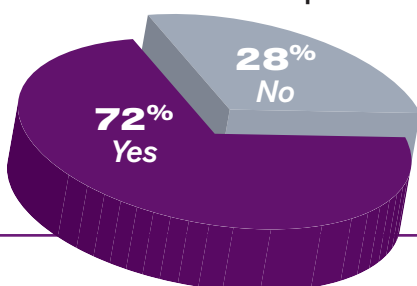
**Average ticket for
DRP shops:**\$2,185

**Average ticket for
non-DRP shops:**\$1,957

Do Most Insurers in Your Area Pay for OEM Parts if a Customer Objects to Aftermarket Crash Parts?



Is It the Body Shop's Responsibility to Inform the Vehicle Owner When Aftermarket or Used Parts are Used in a Repair?



Is It the Insurance Company's Responsibility to Determine What Types of Parts are Used in a Repair?

