

Read this First

2019 - Refinish Operations

Welcome to the latest "Who Pays For What?" survey, conducted quarterly by Collision Advice and *CRASH Network*.

Please review this page first.

Will I get the results? Yes, for free. The only contact information you need to provide is your state and zip code to complete the survey. However, those who provide additional contact information (including a valid email address) and who complete the survey will have the results of the survey emailed directly to them as soon as they become available.

Your Privacy: Your shop's individual responses will be held in the strictest confidence and will not be released in any way. Only cumulative data – regional and national – will be released.

Who should complete the survey? The survey should be completed by the shop owner, manager or estimator who is most familiar with your shop's billing practices and the payment practices of the largest national insurers.

What about multiple shop locations? Each individual shop location (whether a stand-alone business or part of a multi-shop operation) may submit one response to each quarterly survey. Do not have multiple people from one location complete the survey. For multiple locations of your business, have each location complete its own survey, or identify each location with a distinct and verifiable city or zip code.

How long will it take? The survey will take about 20-30 minutes to complete. [Click here](#) for a sample of the types of questions you will be asked in this survey. If you would like to download the question set for review prior to beginning the survey [click here](#).

Will I get the results? The only contact information you need to provide is your state and zip code to complete the survey. However, those who provide additional contact information (including a valid email address) will be notified directly as soon as the results are available.

Questions? Please do not use the comment boxes for any questions or requests to which you would like to receive a response. Instead, email us directly with your questions to mike@collisionadvice.com or admin@crashnetwork.com

For more information about CollisionAdvice, [click here](#). For more information about CRASH Network, [click here](#).

Warning

IMPORTANT

While you are taking the survey, if you need to go back to a previous page, use the Previous button provided at the bottom of each page.

Do not press back on your browser or your progress may be lost .

Your information

* 1. Only your state and zip code are required to continue. But providing additional contact information will help ensure you receive survey results and future surveys. All individual responses to the survey are strictly confidential; only compiled data will be released.

Name:

Company:

Address:

City/Town:

State:

ZIP:

Email Address:

Phone Number:

2. Select the job description that best matches your position

- Owner / President
- Manager / Director
- Technician
- Estimator / Blueprinter
- Parts Manager
- None of the above

Shop category

* 3. Before you begin, please select the category that best describes your repair facility.

- Independently owned (and not a franchise)
- Dealership owned collision repair facility
- Multi-shop operation - (not dealership owned)
- Franchise (i.e., Carstar, Fix Auto, etc) location
- Other (please specify)

4. Choose the category that *most closely* describes the market your shop competes in?

- Urban
- Suburban
- Rural



Feather prime and block

6. Do you get body labor or refinish labor for feather, prime and block?

- Body labor
- Refinish labor

Comments

7. Who primes and blocks in your repair shop? (choose the best response)

- Body technician completes all steps
- Painter/prepper completes all steps
- A combo tech (who does both body and paint) completes all steps
- Split between body and paint techs - ie: Body tech for blocking - Painter for feather edge and priming

Comment

8. How does this facility calculate labor for feather, prime and block?

- No separate charge for this
- Judgement time, no set formula
- A percentage of repair time
- A per-panel charge
- A flat charge (in hours or dollars)
- Other - please explain

Percentage of repair time

9. What percentage of repair labor time do you add for feather prime and block?

- 10 percent of repair time
- 15 percent of repair time
- 20 percent of repair time
- 25 percent of repair time
- 30 percent of repair time
- 35 percent of repair time
- 40 percent of repair time
- more than 40 percent

Operations (2 of 6)

10. How often do you get paid by each insurer for the following refinish-related procedures when they are needed?

(If you do not do work for an insurer, leave that insurer's column blank)

Select: 4 = Always, 3 = Most of the time, 2 = Sometimes, 1 = Never, or 0 = Never have asked

HINT: You may use the 'Tab' key to move from question to question, and type the number of your selected answer

State Farm

Geico

Allstate

Progressive

Farmers

USAA

Liberty Mutual

Nationwide

Blend adjacent panels for color match

Labor to spray basecoat over a portion of the panels adjacent to a new or repaired panel in order to ensure color match.

<input type="text"/>							
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Two-tone

Labor to mix a second basecoat color and gun clean-up when both colors are used on the exterior of a vehicle.

<input type="text"/>							
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Labor for second color set-up

Additional labor to locate formula and mix a second basecoat color, and gun clean-up, when the interior or under-side of a panel is a different color than the exterior of the vehicle.

<input type="text"/>							
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Tint formula to match underhood or inner structure

Labor to create or adjust the formula for color used on interior or under-side of a panel.

<input type="text"/>							
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Comments:



Finish sand and buff

12. For which of the following are you more frequently compensated?

- Finish sand and buff
- Denib
- Both about equally
- None - we never get paid for either of these

13. Of the vehicles that you refinish, how many also require you to either finish sand and buff or denib?

- All of them
- Most of them
- About half
- Some of them
- None of them

14. How often do you get paid by each insurer for the following refinish-related procedures when they are needed?

(If you do not do work for an insurer, leave that insurer's column blank)

Select: 4 = Always, 3 = Most of the time, 2 = Sometimes, 1 = Never, or 0 = Never have asked

HINT: You may use the 'Tab' key to move from question to question, and type the number of your selected answer

State Farm Geico Allstate Progressive Farmers USAA Liberty Mutual Nationwide

Refinish adjacent panels after weld burn damage

Labor to refinish areas that have been repaired after they have been damaged from the heat of welding on adjacent panels/nearby portions of the vehicle.

<input type="text"/>							
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Refinish pinch welds after clamp damage

Labor to refinish pinch welds after any damage caused by anchoring clamps has been repaired.

<input type="text"/>							
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Refinish back or underside of repaired or replaced panel

Labor to refinish the back/underside of a panel because of damage (weld burn, hammer-and-dolly marks, stud gun damage, etc) from necessary welding or other procedure.

<input type="text"/>							
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Comments:



16. How often do you get paid by each insurer for the following refinish-related procedures when they are needed?

(If you do not do work for an insurer, leave that insurer's column blank)

Select: 4 = Always, 3 = Most of the time, 2 = Sometimes, 1 = Never, or 0 = Never have asked

HINT: You may use the 'Tab' key to move from question to question, and type the number of your selected answer

State Farm Geico Allstate Progressive Farmers USAA Liberty Mutual Nationwide

Mask sunroof opening

Labor needed prior to refinishing a roof to protect the interior while the sunroof is open for full access and to prevent a hard masking line.

<input type="text"/>							
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Mask to apply chip/gravel/stone guard or rough coat

(varies by estimating system) Labor to protect adjacent areas from overspray when applying chip/gravel/stone guard or rough coat: beyond 8 inches in Audatex, beyond 12 inches in CCC.

<input type="text"/>							
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Precision mask or roping of glass

Labor required to use special masking techniques around a windshield or other glass not removed prior to the refinishing process.

<input type="text"/>							
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Apply tape stripe

Labor to attach tape stripes to a vehicle (does not include removal of old stripe or adhesive).

<input type="text"/>							
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Comments:



Virtual Assistant

17. Is your shop using Allstate's "Virtual Assistant" to get supplements reviewed/approved?

Yes

No

Virtual Assistant rating

18. Rate your satisfaction with the impact of Virtual Assistant on your processing of those jobs from 1 (lowest) to 10 (highest).

1 10

19. Select all of the following statements that you agree with

- Response time from Allstate to supplements is BETTER with Virtual Assistant.
- Response time from Allstate to supplements is WORSE with Virtual Assistant.
- Difficult to justify / negotiate without adjuster seeing the vehicle in-person.
- Employees dislike having to use their personal cell phone.
- Other (please specify)

Refinish rates and materials

* 20. How do you calculate your charges for refinish materials?

- Materials calculator / invoicing system
- Multiplier method (\$ per refinish labor hour) Please enter dollar amount in the box below

Materials invoicing

21. Please indicate the materials invoicing system primarily used at this location

- PMC Logic
- PaintEx
- Mitchell Refinish Materials Calculator (RMC)
- Paint company scale
- Other (please specify in box below)

22. **How frequently do each of the following insurers accept the charges that your materials invoicing system produces?**
(If you do not do work for an insurer, leave that insurer's column blank)

Select: 4 = Always, 3 = Most of the time, 2 = Sometimes, 1 = Never, or 0 = Never have asked

HINT: You may use the 'Tab' key to move from question to question, and type the number of your selected answer

State Farm

Geico

Allstate

Progressive

Farmers

USAA

Liberty Mutual

Nationwide

Materials invoice is paid:

Comments:

Four stage paint

23. Are you identifying during the estimating process if a vehicle has a 4-stage (quad coat) paint formula?

- Yes
- No
- Don't know

24. How does this location charge for refinishing vehicles with a 4-stage (quad coat) formula?

- Same as 3-stage, using the 3-stage formula
- Other (please tell us below)

Backlog / Sales

25. What is your current backlog of work at this location? In other words, how far out are you scheduling new work?

- no backlog - scheduling immediately
- less than one week out
- 1 to 2 weeks out
- 2 to 3 weeks out
- 3 to 4 weeks out
- 4 to 5 weeks out
- 5 to 6 weeks out
- 6 to 7 weeks out
- 7 to 8 weeks out
- more than 8 weeks out

26. What would you say is the primary reason for the backlog at this location?

- Labor: technicians working to capacity
- Space: all repair bays are full
- Equipment: spray booth or other equipment constraints
- Internal Delays: mistakes, inefficiencies, failure to follow SOPs, etc.
- External Delays: third-party delays (parts, insurer, etc.)
- Extreme weather event

Please explain your answer:

27. How comfortable are you with your current backlog of work?

- We wish we had a bigger backlog
- This is about right
- Too much backlog, we are losing jobs because of it

28. How have your sales at this location in the past six months (second half 2018) compared to the same period one year earlier (second half 2017).

- Sales are higher than the same period a year ago
- About the same
- Sales are lower than the same period a year ago
- Don't know

Comments

29. How has the NET profit at this location in the past six months (second half 2018) compared to the same period one year earlier (second half 2017).

- Net profit is higher than the same period a year ago
- About the same
- Net profit is lower than the same period a year ago
- Don't know

Comments

DRP relationships

* 30. For which of the following companies is the shop / location for which you are completing this survey a direct repair shop?

- State Farm
- Geico
- Allstate
- Progressive
- Farmers
- USAA
- Liberty Mutual
- Nationwide
- None of the above

Comments

31. Thinking about ALL of your DRP relationships (not just those above), do you have more or fewer DRP agreements at this location than you had a year ago?

- 3+ more
- One or two more
- The same number
- One or two fewer
- 3+ fewer
- We have not had any DRPs at this location for a year or more

Reason for fewer DRPs

32. Which of the following best describes the PRIMARY reason you have one (or more) FEWER DRP relationships at this location?

- We were dropped from the program(s) by the insurer.
- You felt they were not willing to pay for a proper repair.
- You felt they were making unreasonable demands regarding the use of alternative parts
- Other sources of work made the DRP relationship no longer necessary/advantageous.
- Automaker shop certifications are making DRP relationships less necessary/advantageous.
- We are working to eliminate all DRP relationships at this location.
- Other (please specify)

CSI Vendors

33. Please indicate the customer satisfaction (CSI) vendor(s) used at this location (check all that apply)

- We do not monitor CSI
- AutocheX
- CCC's Update Plus
- TenPoint Complete
- Phoenix Solutions Group
- We perform CSI in-house
- Other (please specify)

CSI Vendors

34. Please indicate the PRIMARY reason you chose to use your CSI vendor(s):

	Insurance company / DRP requirement	OEM certification requirement	Quality of Results	Cost	Other
AutocheX	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CCC's Update Plus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TenPoint Complete	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phoenix Solutions Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We perform CSI in-house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
[Insert text from Other]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered "Other" for any of the vendors above, briefly describe the other reason.

35. Have you been able to use previous "Who Pays For What?" surveys/results to improve your business?

- Yes
- No
- This is the first time I have participated in the surveys

36. If you answered 'yes' in the question above, please select each of the following ways in which you have used the survey results:

- to show insurance company reps that we're not "the only one" billing for these not-included operations
- to train/remind staff about not-included operations
- to show vehicle owners that the items we are billing for are reasonable
- as a regular reminder of the "not-included" procedures we are doing, and should be charging for
- other ways (please tell us!)

Spread the word!

One last thing:

Please help spread the word!

Know other shops that should take this survey?

[Click here](#) for a prepared email you can personalize and send to other shops to encourage them to take this survey.

The results of this survey will be published in March.

Look for our email in your inbox!

Our next survey, covering body repair operations will take place in April.

(with results published in June)

Please plan on joining us!