Dear Indiana Collision Repair Facility Owner or Manager:

The Indiana Auto Body Association, IABA, has begun a very important yearly project for the Collision Industry of Indiana that may also provide great benefit to the rest of the Nation as a model for their States. We have contracted an independent third party to perform and validate the “prevailing rates and practices” of the collision repair shops in Indiana and allow us to publish them anonymously on the internet so they will be publicly available on a county by county basis. The survey information is completely anonymous and is strictly confidential in regards to individual information.

As you may be aware, current rate surveys conducted by the insurers are proprietary, not validated by an independent agency, and most importantly, not audited. The results of these surveys affect each of our businesses, and for many years have been suspect of inaccuracies and injustices, hence why States such as California are questioning their validity as well, even with legal actions.

We are sending you this package to provide you an awareness of the upcoming survey questionnaire, so you may be better prepared when the independent third party contacts you. The key issue that has been outlined by the independent third party is being able to make contact with you to conduct the survey.

For this reason we ask you:

- Review the questionnaire and read the instruction sheet very carefully. We need all information completed accurately to be of value.
- Complete the enclosed survey provided as soon as possible if not immediately

Option 1: Fax the completed survey directly to CSI Complete at : (xxx)xxx-xxxx

Option 2: Complete the survey and:

- Inform staff members handling incoming telephone calls an expected call will be coming within 7–10 days identifying themselves to conduct this survey
- Provide your staff members with the location of your completed survey so it can be conducted if you are not available.

The costs to us are based on a running clock, so having the ability to make follow up calls is too costly for our budget. This yearly process is being funded by industry donations on a county by county basis. If you would like to assist in donating to this very important initiative or if you have any questions regarding the survey instructions please contact our office at: (888)309-5065 extension 88.

The results will be made public as averages and median results with weighed adjustments by stall and technician counts, so all answers should be as accurate as possible. The results will be posted to our website at: www.iaba.info/ShopSurvey . On this site there are additional links to answer questions regarding the survey and its completion.

If you have any questions don’t hesitate to contact me as well. Thank you support in this very important industry project.

Sincerely,

Tony Passwater
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Indianapolis IN 46253

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Director@iaba.info
www.iaba.info

Indiana Collision Shop Survey

Please complete the following questionaire using your company's standard business rates, practices, and general business information.

Do not include rates or practices as per any negoiated agreements.
This information is to be listed for each facility separately.

General Information:

Year Company Began:	
Total Number of Employees:	
Total Number of Metal Technicians:	
Total Number of Paint Technicians:	
Total Dedicated Mechanical Technicians:	

☐ Independent ☐ Dealer ☐ Franchise ☐ Network

Total Workbays:	
Average Number of Vehicles Weekly:	
Total Last Year Sales:	

Standard Door Rates:

Metal Labor Rate:	
Paint Labor Rate:	
Frame Labor Rate:	
Structural Labor Rate:	
Mechanical Labor Rate:	
Aluminum Structural Labor Rate:	
Paint and Materials Rate Factor:	
Hazardous Waste Disposal:	
Shop Supplies Rate Factor:	
Outside Storage Rate:	
2 Wheel Alignment:	
4 Wheel Alignment:	

	Price	Labor	Labor Category	
Flex Additive:			□ Refinish	□ Metal
Corrosion Protection:			□ Refinish	□ Metal
Seam Sealer:			□ Refinish	□ Metal
Cover Car:			□ Refinish	□ Metal
Color, Sand, Buff:			□ Refinish	□ Metal
Color Tint:			□ Refinish	□ Metal

Windshield Urethane Adhesive:		Do You itemize these on the estimate ?	□ Yes □ No
Door Bonding Adhesive		Do You itemize these on the estimate ?	□ Yes □ No

Standard Business Practice:

Do You Reduce Pre-Stored Database Times to Blend Within a Panel ? ☐ Yes ☐ No

If Yes … What Percentage Do You Typically Reduce the Refinish Time ?	
What Formula Do You Use For Feather, Fill, Block per Repair Hour:	
What Percentage Do You Mark Up LKQ Parts ?	
What Percentage Do You Discount Glass (Nags Pricing)?:	

Do You Have DRP Agreements ?: ☐ Yes ☐ No #:

What Estimating System(s) Do You Use?: ☐ Shoplink ☐ Pathways ☐ Mitchell ☐ Audatex