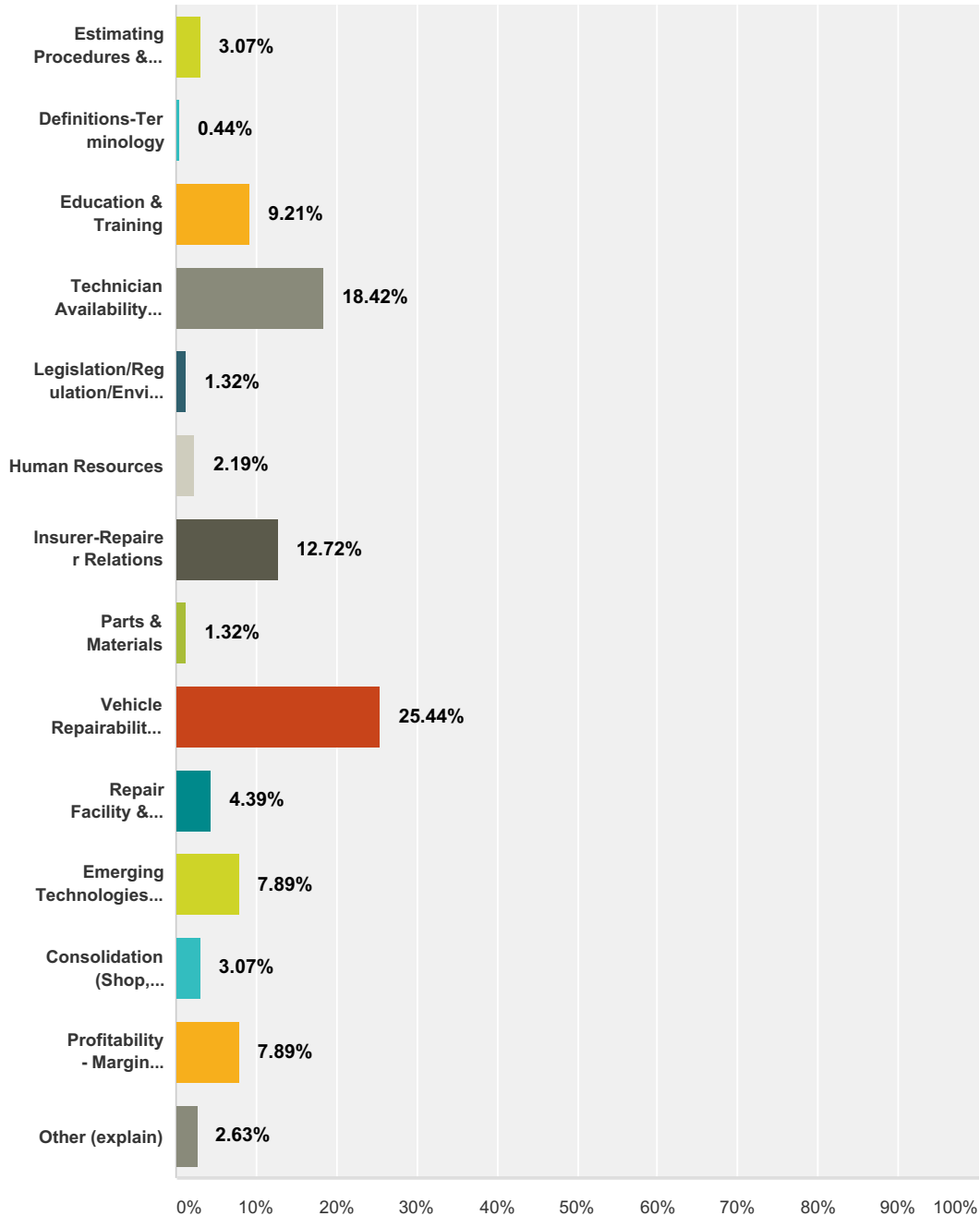


Q1 Please choose the category and describe the most important issue facing the collision industry overall that you feel the CIC body should address during the coming year. (You will be able to describe issues specific to your industry segment later in the survey.)

Answered: 228 Skipped: 0



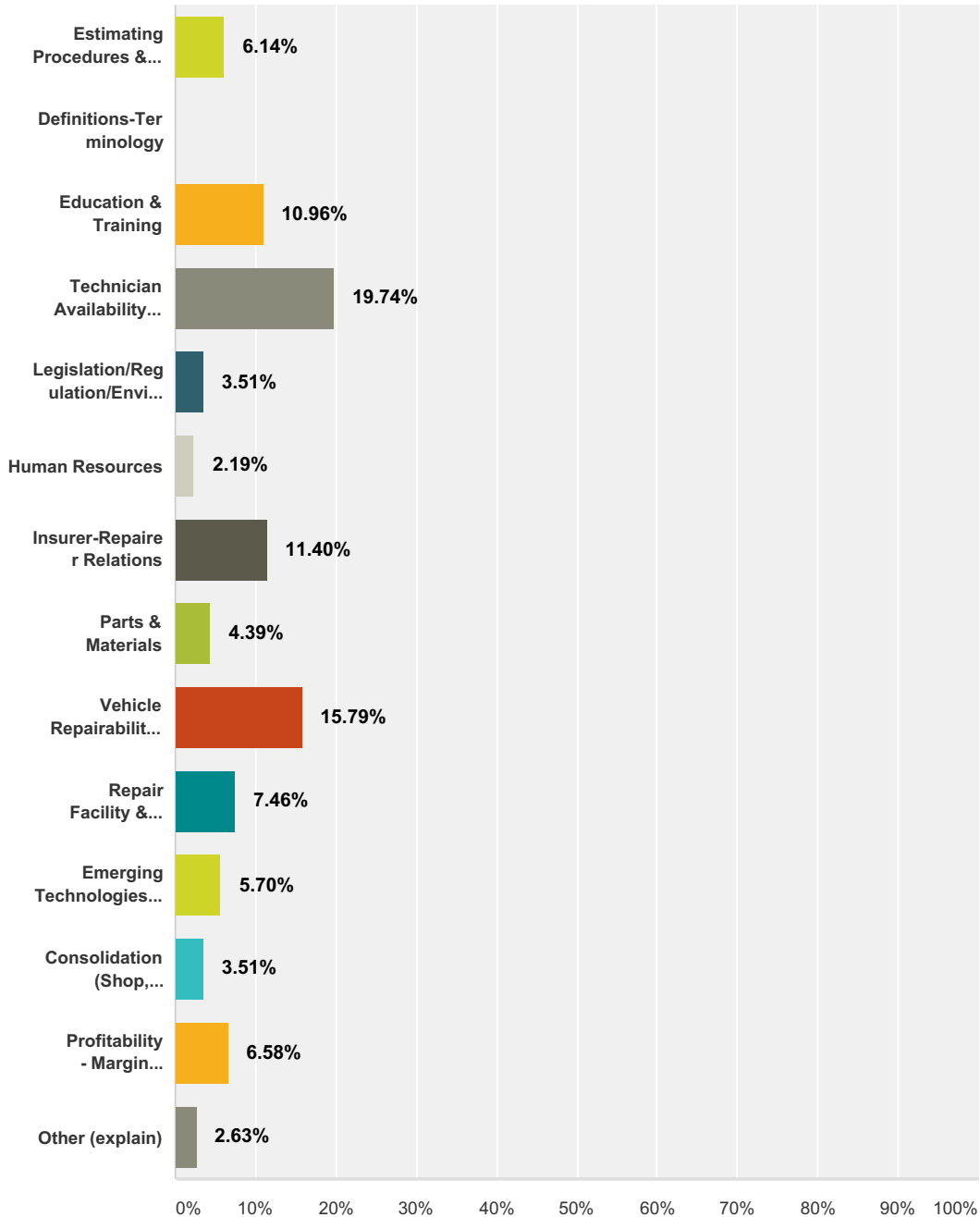
Answer Choices	Responses
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2017 Collision Industry Conference Business Issues Survey

Estimating Procedures & Technology	3.07%	7
Definitions-Terminology	0.44%	1
Education & Training	9.21%	21
Technician Availability-Recruitment, Development, etc.	18.42%	42
Legislation/Regulation/Environmental	1.32%	3
Human Resources	2.19%	5
Insurer-Repairer Relations	12.72%	29
Parts & Materials	1.32%	3
Vehicle Repairability-Repair Procedures-New Vehicle Technology	25.44%	58
Repair Facility & Technician Certification	4.39%	10
Emerging Technologies & Business Models	7.89%	18
Consolidation (Shop, Supplier, OE, Insurer, etc.)	3.07%	7
Profitability - Margin Compression	7.89%	18
Other (explain)	2.63%	6
Total		228

Q2 Please choose the category and describe the second most important issue facing the collision industry overall that you feel the CIC body should address during the coming year. (You will be able to describe issues specific to your industry segment later in the survey.)

Answered: 228 Skipped: 0



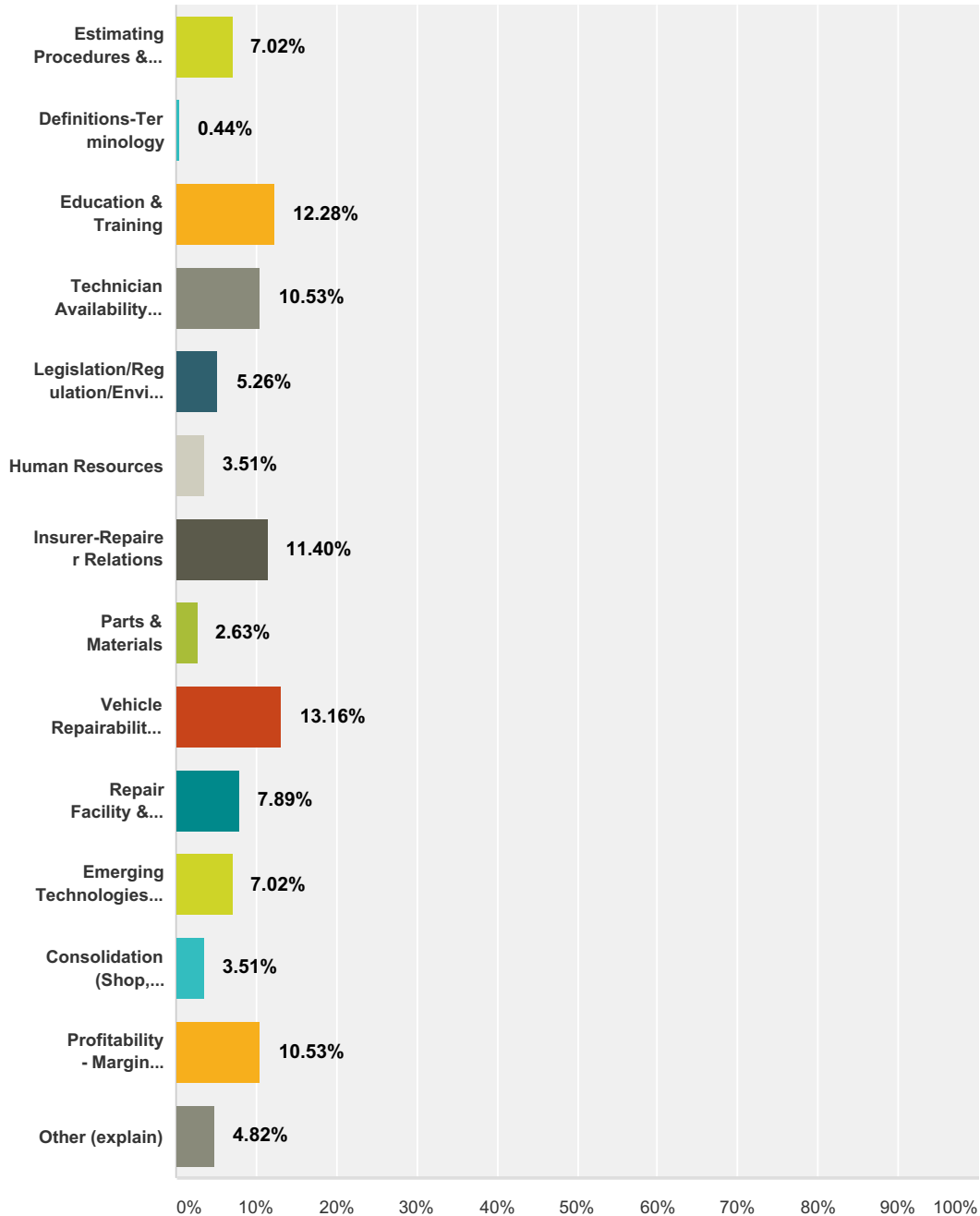
Answer Choices	Responses
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2017 Collision Industry Conference Business Issues Survey

Estimating Procedures & Technology	6.14%	14
Definitions-Terminology	0.00%	0
Education & Training	10.96%	25
Technician Availability-Recruitment, Development, etc.	19.74%	45
Legislation/Regulation/Environmental	3.51%	8
Human Resources	2.19%	5
Insurer-Repairer Relations	11.40%	26
Parts & Materials	4.39%	10
Vehicle Repairability-Repair Procedures-New Vehicle Technology	15.79%	36
Repair Facility & Technician Certification	7.46%	17
Emerging Technologies & Business Models	5.70%	13
Consolidation (Shop, Supplier, OE, Insurer, etc.)	3.51%	8
Profitability - Margin Compression	6.58%	15
Other (explain)	2.63%	6
Total		228

Q3 Please choose the category and describe the third most important issue facing the collision industry overall that you feel the CIC body should address during the coming year. (You will be able to describe issues specific to your industry segment later in the survey.)

Answered: 228 Skipped: 0



Answer Choices	Responses
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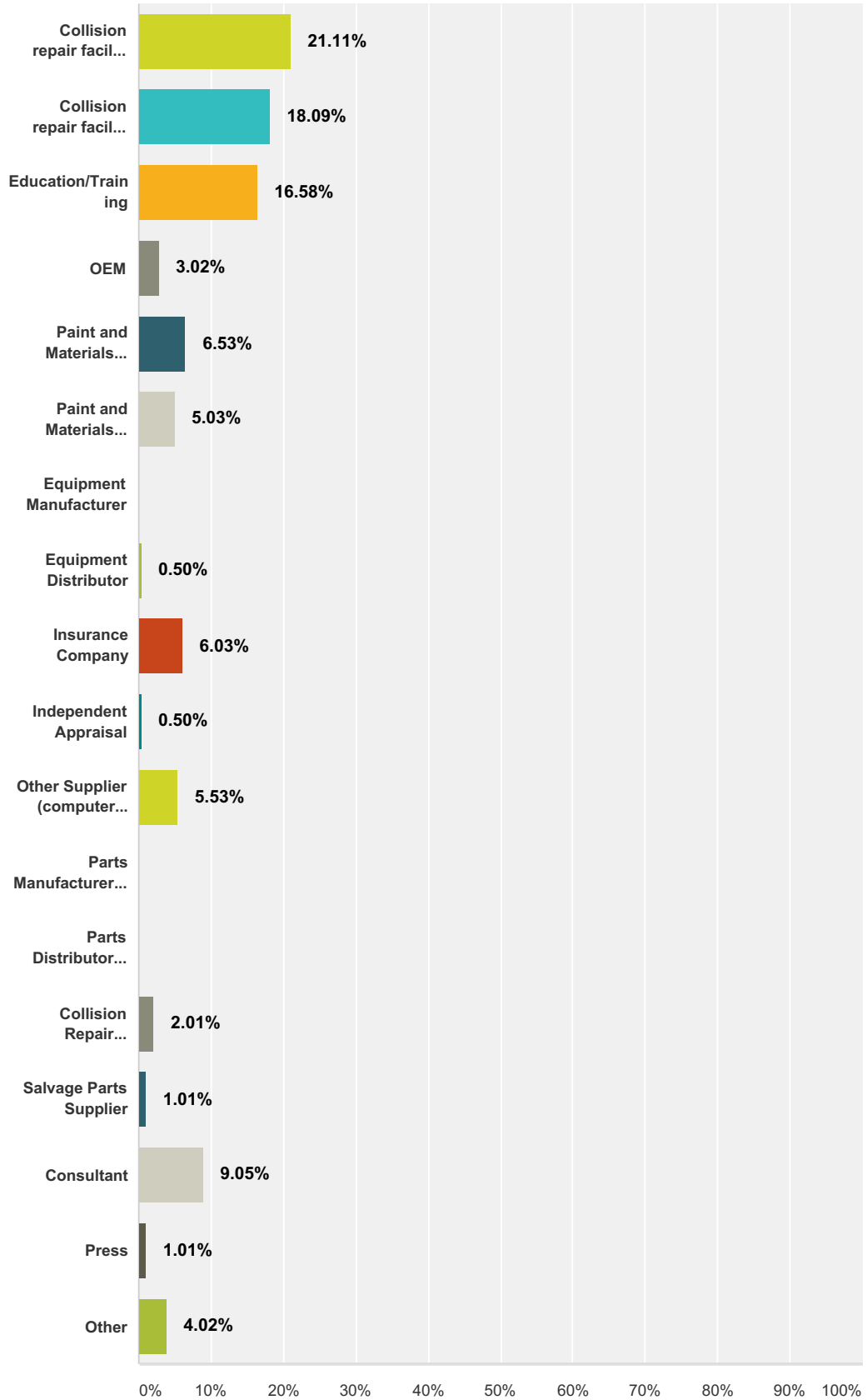
2017 Collision Industry Conference Business Issues Survey

Estimating Procedures & Technology	7.02%	16
Definitions-Terminology	0.44%	1
Education & Training	12.28%	28
Technician Availability-Recruitment, Development, etc.	10.53%	24
Legislation/Regulation/Environmental	5.26%	12
Human Resources	3.51%	8
Insurer-Repairer Relations	11.40%	26
Parts & Materials	2.63%	6
Vehicle Repairability-Repair Procedures-New Vehicle Technology	13.16%	30
Repair Facility & Technician Certification	7.89%	18
Emerging Technologies & Business Models	7.02%	16
Consolidation (Shop, Supplier, OE, Insurer, etc.)	3.51%	8
Profitability - Margin Compression	10.53%	24
Other (explain)	4.82%	11
Total		228

Q4 Please indicate your industry segment

Answered: 199 Skipped: 29

2017 Collision Industry Conference Business Issues Survey



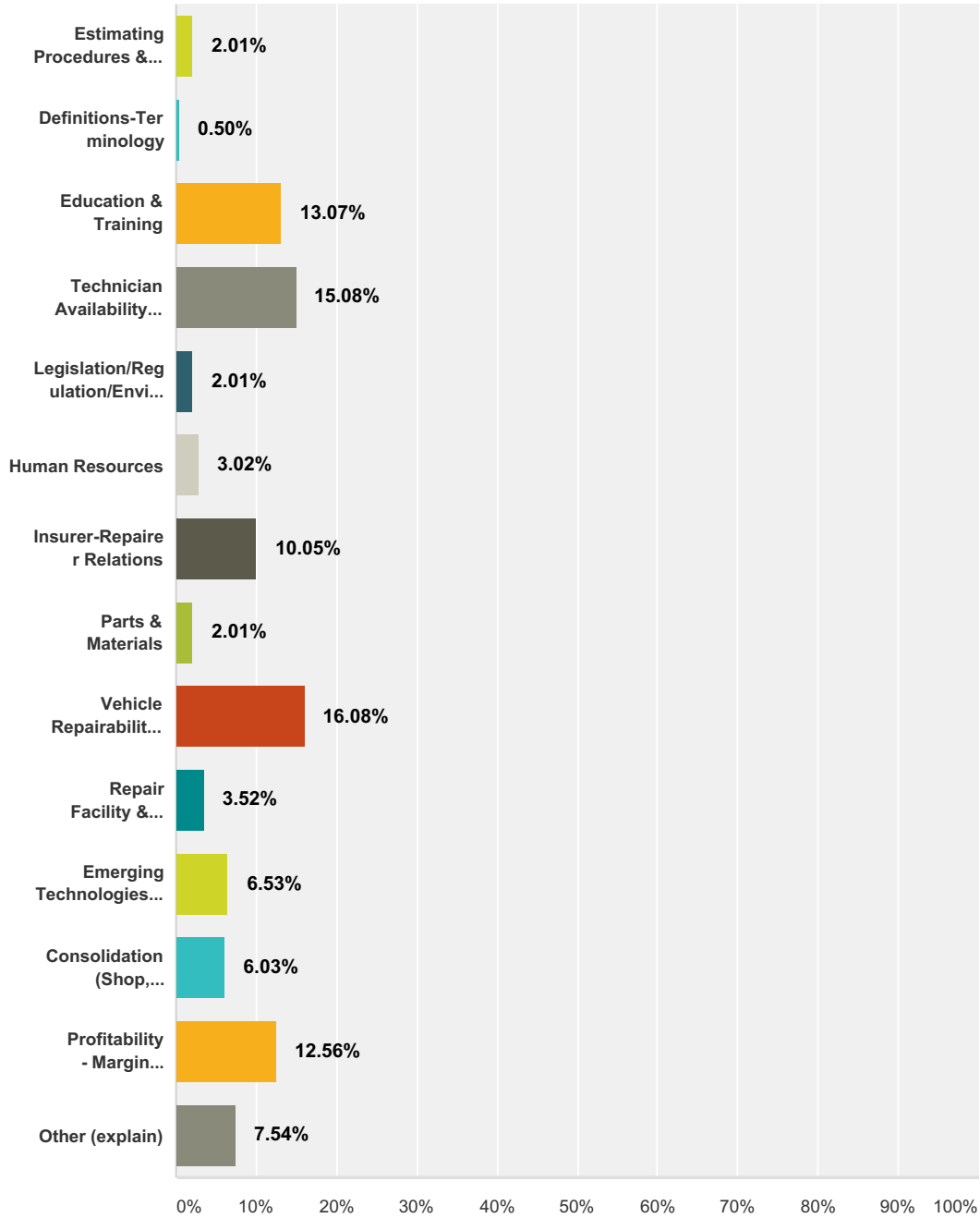
Answer Choices	Responses
Collision repair facility - Single Location	21.11%

2017 Collision Industry Conference Business Issues Survey

Collision repair facility - Multiple Location	18.09%	36
Education/Training	16.58%	33
OEM	3.02%	6
Paint and Materials Manufacturer	6.53%	13
Paint and Materials Distributor	5.03%	10
Equipment Manufacturer	0.00%	0
Equipment Distributor	0.50%	1
Insurance Company	6.03%	12
Independent Appraisal	0.50%	1
Other Supplier (computer systems, etc.)	5.53%	11
Parts Manufacturer (Non-OEM)	0.00%	0
Parts Distributor (Non-OEM)	0.00%	0
Collision Repair Association	2.01%	4
Salvage Parts Supplier	1.01%	2
Consultant	9.05%	18
Press	1.01%	2
Other	4.02%	8
Total		199

Q5 Please choose the category and describe the most important issue facing your industry segment.

Answered: 199 Skipped: 29



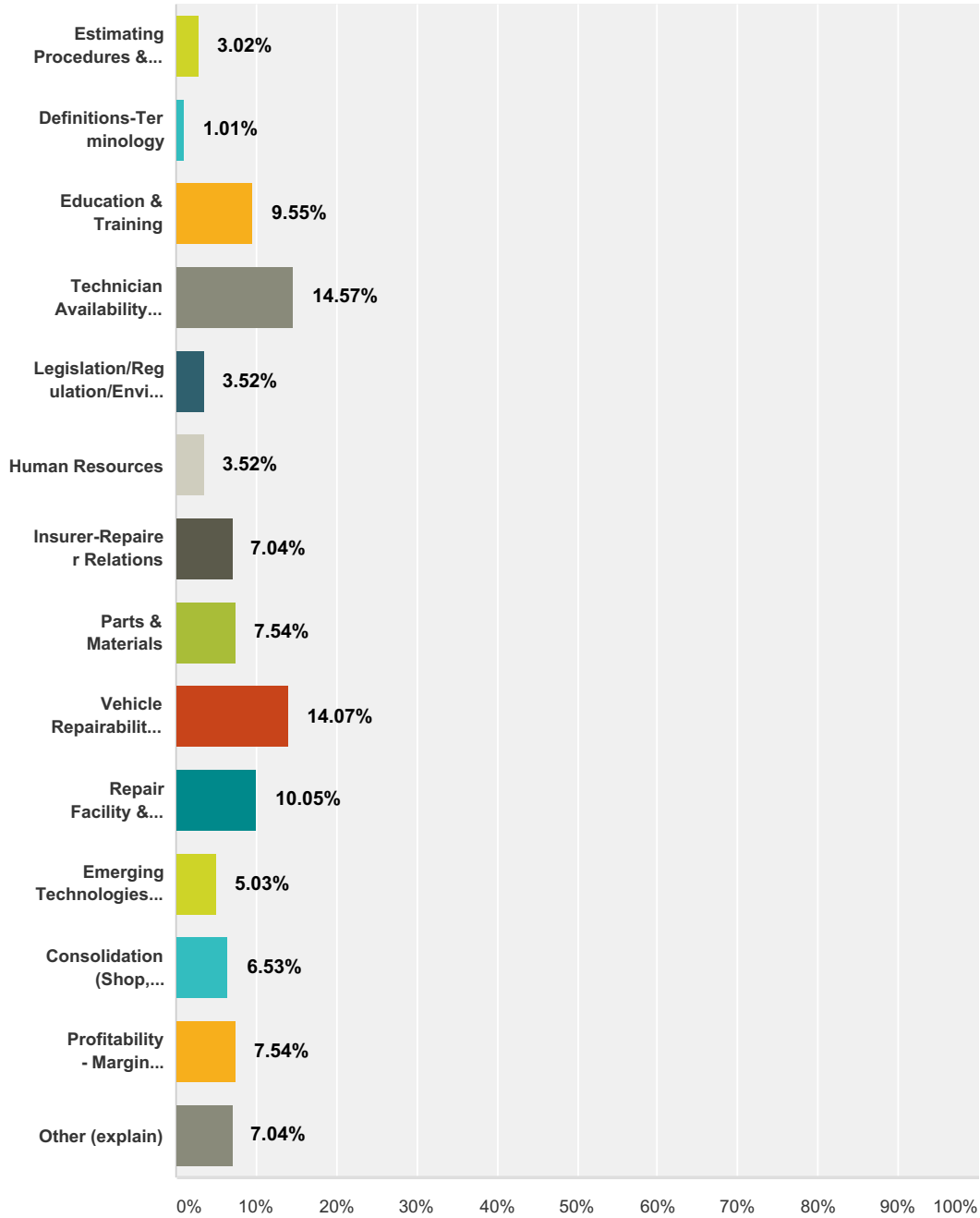
Answer Choices	Responses
Estimating Procedures & Technology	2.01% 4
Definitions-Terminology	0.50% 1
Education & Training	13.07% 26

2017 Collision Industry Conference Business Issues Survey

Technician Availability-Recruitment, Development, etc.	15.08%	30
Legislation/Regulation/Environmental	2.01%	4
Human Resources	3.02%	6
Insurer-Repairer Relations	10.05%	20
Parts & Materials	2.01%	4
Vehicle Repairability-Repair Procedures-New Vehicle Technology	16.08%	32
Repair Facility & Technician Certification	3.52%	7
Emerging Technologies & Business Models	6.53%	13
Consolidation (Shop, Supplier, OE, Insurer, etc.)	6.03%	12
Profitability - Margin Compression	12.56%	25
Other (explain)	7.54%	15
Total		199

Q6 Please choose the category and describe the second most important issue facing your industry segment.

Answered: 199 Skipped: 29



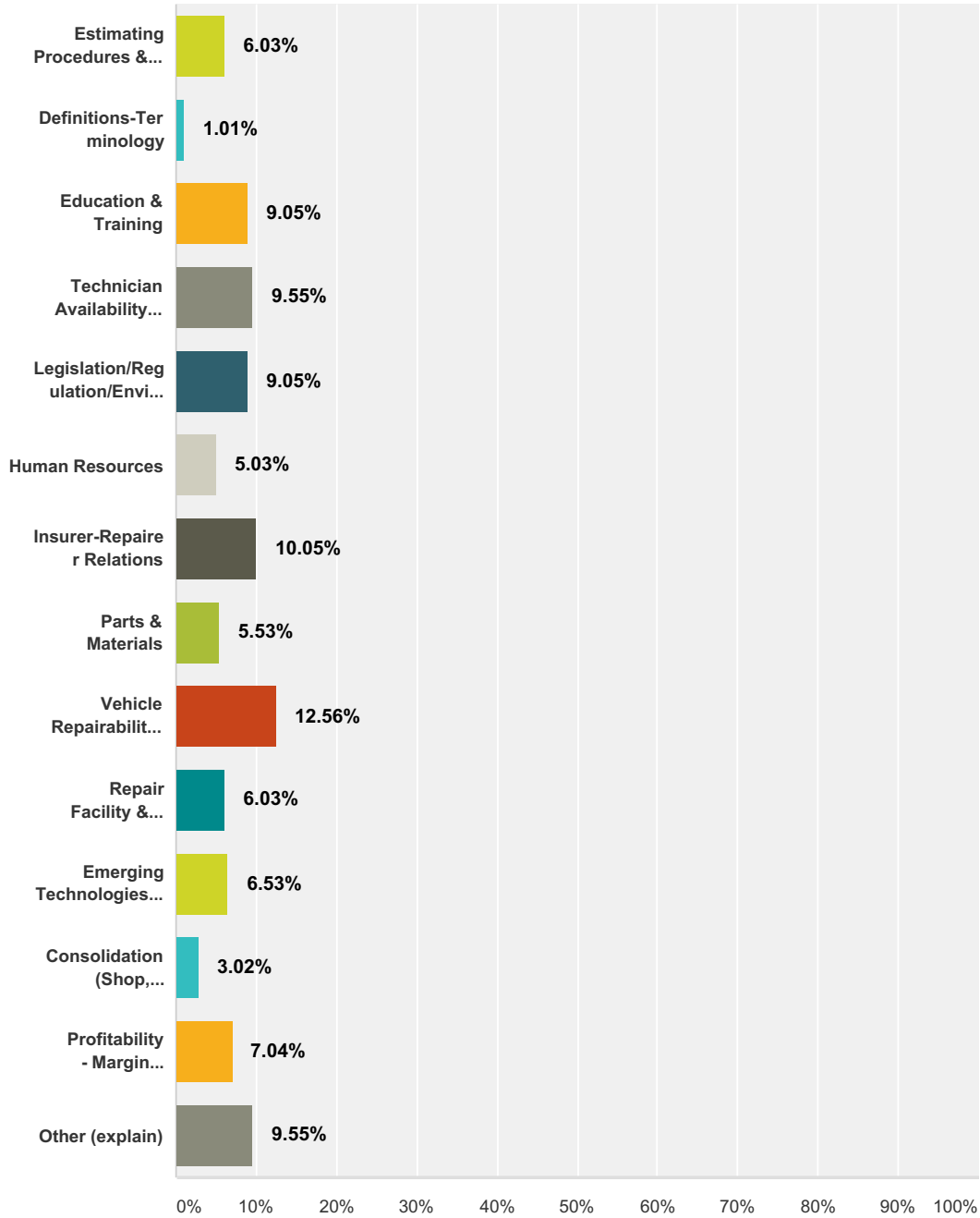
Answer Choices	Responses
Estimating Procedures & Technology	3.02% 6
Definitions-Terminology	1.01% 2
Education & Training	9.55% 19

2017 Collision Industry Conference Business Issues Survey

Technician Availability-Recruitment, Development, etc.	14.57%	29
Legislation/Regulation/Environmental	3.52%	7
Human Resources	3.52%	7
Insurer-Repairer Relations	7.04%	14
Parts & Materials	7.54%	15
Vehicle Repairability-Repair Procedures-New Vehicle Technology	14.07%	28
Repair Facility & Technician Certification	10.05%	20
Emerging Technologies & Business Models	5.03%	10
Consolidation (Shop, Supplier, OE, Insurer, etc.)	6.53%	13
Profitability - Margin Compression	7.54%	15
Other (explain)	7.04%	14
Total		199

Q7 Please choose the category and describe the third most important issue facing your industry segment.

Answered: 199 Skipped: 29



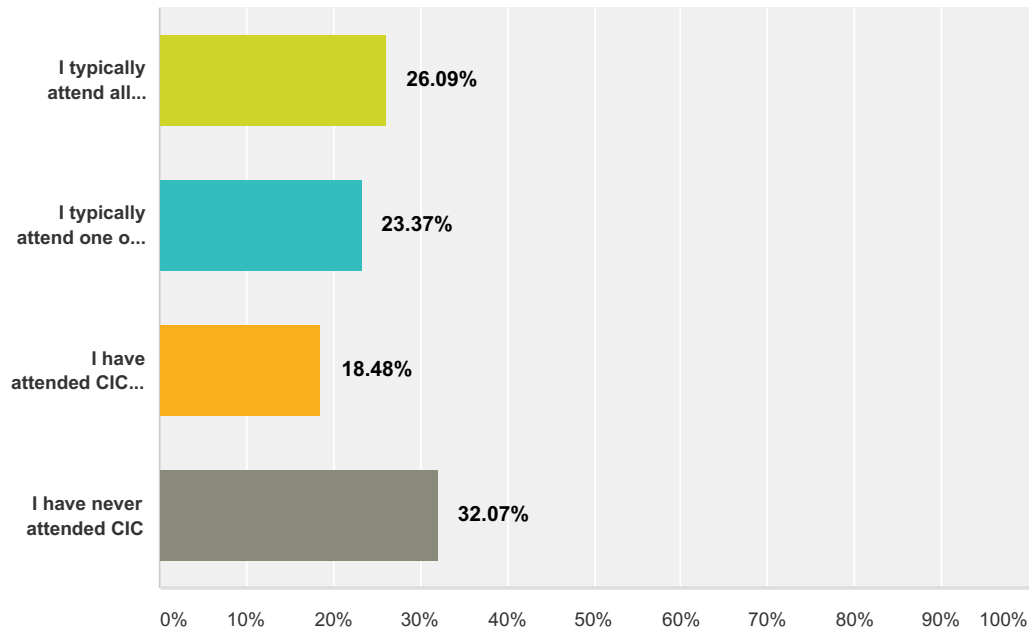
Answer Choices	Responses
Estimating Procedures & Technology	6.03% 12
Definitions-Terminology	1.01% 2
Education & Training	9.05% 18

2017 Collision Industry Conference Business Issues Survey

Technician Availability-Recruitment, Development, etc.	9.55%	19
Legislation/Regulation/Environmental	9.05%	18
Human Resources	5.03%	10
Insurer-Repairer Relations	10.05%	20
Parts & Materials	5.53%	11
Vehicle Repairability-Repair Procedures-New Vehicle Technology	12.56%	25
Repair Facility & Technician Certification	6.03%	12
Emerging Technologies & Business Models	6.53%	13
Consolidation (Shop, Supplier, OE, Insurer, etc.)	3.02%	6
Profitability - Margin Compression	7.04%	14
Other (explain)	9.55%	19
Total		199

Q8 Please select the option below that best describes the frequency of your CIC attendance

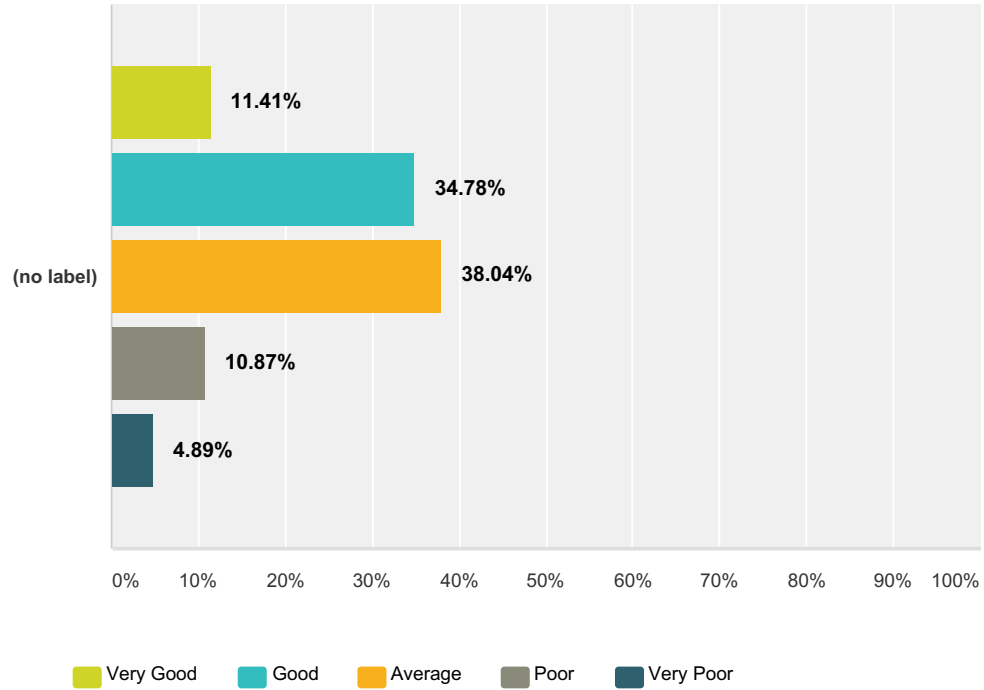
Answered: 184 Skipped: 44



Answer Choices	Responses	
I typically attend all meetings	26.09%	48
I typically attend one or two meetings a year	23.37%	43
I have attended CIC but not within the past year	18.48%	34
I have never attended CIC	32.07%	59
Total		184

Q9 Overall, how would you rate the value of the Collision Industry Conference to the success of your business:

Answered: 184 Skipped: 44



	Very Good	Good	Average	Poor	Very Poor	Total	Weighted Average
(no label)	11.41% 21	34.78% 64	38.04% 70	10.87% 20	4.89% 9	184	2.37

Q10 If you could change one thing about the Collision Industry Conference that would improve its value to the success of your business, what would it be?

Answered: 129 Skipped: 99

Q11 Please provide the following contact information (optional)

Answered: 107 Skipped: 121

Answer Choices	Responses	
Name	98.13%	105
Company	92.52%	99
Address 1	85.05%	91
Address 2	2.80%	3
City/Town	87.85%	94
State/Province	90.65%	97
Zip/Postal Code	85.98%	92
Country	78.50%	84
Email Address	92.52%	99
(no label)	0.00%	0