Claim Insight - Repair Status Glossary

Measure	Definition	Formula
% of On Time Repairs	Percentage of the number of instances where a promised repair completion date was fulfilled by a repair facility. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	Planned Repairs Completed Met Cnt / Repaired Cnt
% of Appraisals flagged Total Loss	Percentage of the number of appraisals that were flagged as Total Loss when compared to all appraisals. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Productivity)	(Appraisal Cnt where Appraisal Vehicle Condition = Total Loss) / Appraisal Cnt
% of Appraisals with AM Parts	Percentage of the number of appraisals that have an After Market part when compared to all appraisals. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	AM Claim Cnt / Appraisal Cnt
% of Appraisals with Non-OEM Parts	Percentage of the number of appraisals that have a Non-Original Equipment Manufacturer part when compared to all appraisals. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	Non-OEM Claim Cnt / Appraisal Cnt
% of Appraisals with OEM discount	Percentage of the number of appraisals where a discount was given to an Original Equipment Manufacturer part when compared to the number of appraisals where an Original Equipment Manufacturer part was used. (Folder Path in CCC ONE: Metrics > Claim	OEM Discounted Claim Cnt / OEM Claim Cnt

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Measure	Definition	Formula
	Insight > Collision Estimating > Parts > OEM)	
% of Appraisals with Optional OEM Parts	Percentage of the number of appraisals that have an Optional Original Equipment Manufacturer part when compared to all appraisals. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	Optional OEM Claim Cnt / Appraisal Cnt
% of Appraisals with Recycled Parts	Percentage of the number of appraisals that have a Recycled part when compared to all appraisals. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	Recycled Claim Cnt / Appraisal Cnt
% of Appraisals with RO Parts	Percentage of the number of appraisals that have a Reconditioned part when compared to all appraisals. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	RO Claim Cnt / Appraisal Cnt
% of Appraisals with Supplement(s)	Percentage of the number of appraisals that have a supplement when compared to all appraisals. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Productivity)	Appraisal with Supplement Cnt / Appraisal Cnt
% of OEM Parts with Discount	Percentage of the number of Original Equipment Manufacturer parts that have a discount. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	OEM Discounted Part Cnt / OEM Part Cnt
% of Survey Responses	Percentage of the number of claims that have a response for the Repair Satisfaction survey or the CSI survey compared to the total number of claims where the survey was sent. A claim is considered to have a "response" when answers to either of these surveys were	Survey Response Cnt/Survey Sent Cnt

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Measure	Definition	Formula
	submitted by the customer. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	
% of Vals with PostValChng	Percent of the number of valuations that have a change after the valuation was completed when compared to all valuations. (Folder Path in CCC ONE: Metrics > Claim Insight > Total Loss)	PostValChng Total File Cnt / Valuation Cnt
7 Years & Older Age Group % of Valuation Cnt	Percentage of the number of valuations where the vehicle age group is 7 years and older when compared to all valuations. (Folder Path in CCC ONE: Metrics > Claim Insight > Total Loss)	(Valuation Cnt where Vehicle Age Group = 7 Years & Older) / (Valuation Cnt where Vehicle Age Group <> Unknown Age Group)
Airbag Deployed Code	Identifies whether a file included replacement of a driver and/or passenger-side air bag.Values include: Air Bag Deployed, No Air Bag Deployed and Unknown Air Bag Source. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
AM % of Part Amt	Percentage of the amount spent on After Market parts when compared to the amount spent on all parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	AM Part Amt / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)
AM Part Amt	Total amount spent on After Market parts. (Folder Path in CCC ONE: Metrics > Claim	--

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Measure	Definition	Formula
	Insight > Collision Estimating > Parts > Non-OEM)	
AM Part Cnt	Number of After Market parts used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
AM Claim Cnt	Number of claims where an After Market part was used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Appointment Created Date	The date and time the last Appointment was created. (Folder Path in CCC ONE: Attributes > IMG)	--
Appraisal Complete Date	The date when the appraisal was completed. (Folder Path in CCC ONE: Attributes > IMG)	--
Appraisal Driveable Flag	The Appraisal Driveable Flag reflects the driveable status of the vehicle as captured on the Vehicle Tab within Pathways. The EMS data file does not include this attribute, so all non-Pathways appraisals will be set to Vehicle Driveable Flag = Unknown Driveable. Values include: Driveable Non-Driveable Unknown Driveable (Folder Path in CCC ONE: Attributes > Condition)	--
Appraisal Vehicle Condition	Appraisal Vehicle Condition is an attribute within the Collision Estimating data that reflects whether the loss vehicle appraised is considered repairable or not. For staff and independent appraisers* using Pathways, the condition of a vehicle is based on the data entered in the Settlement page within the Summary tab of Pathways, or on the primary or secondary points of impact.Total Losses include where Type = Total Loss or primary	--

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Measure	Definition	Formula
	or secondary impact points are tagged as Total Loss or Total Burn.Repairables include any files where Type = Repairable or Borderline, or where primary or secondary points of impact are not tagged as Total Loss or Total Burn. For repair facilities using Pathways, the condition of a vehicle is based on data entered in the primary or secondary points of impact.Total Losses include primary or secondary impact points tagged as Total Loss or Total Burn.Repairables include any files where primary or secondary impact points are not tagged as Total Loss or Total Burn. For non-Pathways appraisals, the condition of a vehicle is based on the total loss indicator or primary or secondary impact points populated in the EMS data.Total Losses include where TL Indicator = Yes or primary or secondary impact points are tagged as Total Loss or Total Burn.Repairables include any files where TL Indicator = No, or where primary or secondary points of impact are not tagged as Total Loss or Total Burn.If the points of impact are Not Entered or Primary Unknown, the vehicle condition is set to Unknown Repairable. * Any independent appraiser on Pathways 4.4 and prior need to use the primary or secondary impact point to tag a vehicle as a Total Loss. (Folder Path in CCC ONE: Attributes > Condition)	
Appraisal with Supplement Cnt	Number of appraisals with a supplement. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Productivity)	--
Appraiser	The Appraiser is the actual staff appraiser, repair facility, or independent appraisal company that generated estimates or supplements for a given insurance company. The list will display the concatenated appraiser name and appraiser Login ID for staff appraisers.	All data for a single vehicle appraisal will be tied back to the appraiser that gen-

Measure	Definition	Formula
	For repair facilities and independent appraiser companies, the list will display the company's name. (Folder Path in CCC ONE: Attributes > Appraiser)	erated the original estimate of record (i.e. supplements written by that appraiser for his/her own estimates as well as supplements written by other appraiser(s) for his/her own estimates will be tied back to the appraiser that wrote the original estimate of record).
Appraiser State	The geographical state location of the appraiser. The Appraiser State is based on the address maintained for that repair facility or independent appraisal company, by the claim office to which the staff appraiser's Pathways license is tied, or from which the non-Pathways appraiser received the appraisal assignment. (Folder Path in CCC ONE: Attributes > Appraiser)	--
Appraiser Type	Identifies the 'type' of appraiser that generated the appraisal. Types include: (Staff Appraiser, Repair Facility, Independent Appraiser).(Folder Path in CCC ONE: Attributes > Appraiser)	--
AsgnRetrieve to	Number of claims that have the data for the "AsgnRetrieve to EstStart" metric. (Folder	--

Measure	Definition	Formula
EstStart Cnt	Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	
AsgnRetrieve to EstStart Days	Number of days it takes to start an estimate after the assignment was received. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
AsgnRetrieve to EstStart Days Avg	Average number of days it takes to start an estimate after an assignment was retrieved. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	AsgnRetrieve to EstStart Days / AsgnRetrieve to EstStart Cnt
AsgnRetrive Date	The date when the assignment was retrieved. (Folder Path in CCC ONE: Attributes > IMG)	--
AsgnSent Date	The date and time the original estimate assignment was sent from the insurance company to the appraiser as sourced from the CCC assignment record. In the case where an assignment record is not available, the assignment sent date will be sourced from the Pathways estimate of record. (Folder Path in CCC ONE: Attributes > IMG)	--
AsgnSent to Retrieve Days Avg	Average number of days it takes to retrieve an assignment after it was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	--
Assignment Type	The Type of Assignment sent to the appraiser. Types include: (Direct Repair Program, Direct Repair Program – MSO, Drive-In, Field, Independent Appraiser, Independent Appraiser Dispatch, Independent Appraiser Inspect Only, Others, Repairer Inspect Only, Staff, Unknown). (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Avg # of Parts Replaced per	Average number of parts replaced per appraisal. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts)	(OEM Part Cnt + Optional OEM Part Cnt + AM Part

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Measure	Definition	Formula
Appraisal		Cnt + Recycled Part Cnt + RO Part Cnt) / Appraisal Cnt
Avg Cleanliness Score	Average score calculated from the responses of the "Cleanliness" question in the CSI survey. Sample Cleanliness question: "On a scale of 1-10, with 1 being lowest and 10 being highest, how would you rate your satisfaction with the cleanliness of the vehicle when it was returned to you by X Shop?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Cleanliness Score / Cleanliness Response Cnt
Avg Frame Labor Rate	Average labor rate for tasks involving the frame of the vehicle. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Frame)	(Frame Repair Amt + Frame Replace Amt) / (Frame Repair Hrs + Frame Replace Hrs)
Avg Insurer Handle Claim Score	Average score calculated from the responses of the "Handled Claim" question in the CSI survey. Sample Handled Claim question: "On a scale of 1 to 10 where 1 is very unsatisfied and 10 is very satisfied, how would you rate your satisfaction with the way X Insurance Group handled your claim?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Insurer Handle Claim Score / Insurer Handle Response Cnt
Avg Labor Hrs per Appraisal	Average number of labor hours spent on repairing and replacing tasks per appraisal. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor)	Total Labor Hrs / Appraisal Cnt
Avg Mechanical	Average labor rate for mechanical tasks performed on a vehicle. (Folder Path in CCC	(Mechanical Repair Amt +

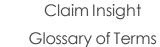| Measure	Definition	Formula
Labor Rate	ONE: Metrics > Claim Insight > Collision Estimating > Labor > Mechanical)	Mechanical Replace Amt) / (Mechanical Repair Hrs + Mechanical Replace Hrs)
Avg Paint Labor Hrs per Claim	Average number of labor hours spent on painting tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Paint)	(Paint Repair Hrs + Paint Replace Hrs) / Appraisal Cnt
Avg Paint Labor Rate	Average labor rate for painting tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Paint)	(Paint Repair Amt + Paint Replace Amt) / (Paint Repair Hrs + Paint Replace Hrs)
Avg Paint Supply Rate	Average labor rate for painting tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Materials)	Paint Supply Amt / (Paint Supply Repair Hrs + Paint Supply Replace Hrs)
Avg PostValChng Amt	Average of the amount of changes made after valuation. (Folder Path in CCC ONE: Metrics > Claim Insight > Total Loss)	PostValChng Total Amt / PostValChng Total Cnt
Avg Quality Score	Average score calculated from the responses of the "Quality" question in the CSI survey. Sample question: "On a 1 to 10 scale where 1 is completely dissatisfied and 10 is completely satisfied, how would you rate your satisfaction with the quality of the repair?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Quality Score / Quality Response Cnt

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![CCC ONE logo]

Measure	Definition	Formula
Avg Recommend Insurer Score	Average score calculated from the responses of the "Recommend Insurer" question in the CSI survey. Sample Recommended Insurer question: On a scale of 1 to 10 where 1 is very unlikely and 10 is very likely, how likely would you be to recommend X Insurance Company to a friend or family member?. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Recommend Insurer Score / Recommend Insurer Response Cnt
Avg Recommend Shop Score	Average score calculated from the responses of the "Recommend Shop" question in the CSI survey. Sample Recommend Shop question: As a result of this visit, on a scale of 1 to 10, where 1 is very unlikely and 10 is very likely, how likely is it that you would recommend the shop to a friend or family member?. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Recommend Shop Score / Recommend Shop Response Cnt
Avg Service Score	Average score calculated from the responses of the "Service" question in the CSI survey. Sample Service question: On a scale of 1-10, with 1 being lowest and 10 being highest, how would you rate your satisfaction with the customer service you received from X Repair Facility?. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Service Score / Service Response Cnt
Avg Sheet Metal Labor Rate	Average labor rate for tasks involving sheet metal. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	(Sheet Metal Repair Amt + Sheet Metal Replace Amt) / (Sheet Metal Repair Hrs + Sheet Metal Replace Hrs)

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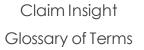| Measure	Definition	Formula
Avg Supplement Amt per Appraisal	Average amount of the supplement for all appraisals. This is calculated by considering every appraisal whether they have a supplement or not. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Severity)	--
Avg Supplement Amt per Appraisal with Supplement	Average amount of the supplement for appraisals that have a supplement.(Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Severity)	Supplement Amt / Appraisal Cnt
Body Category	Body Categories drill to Types to Body Styles. Categories include: (Car, Truck, Other). (Folder Path in CCC ONE: Attributes > Vehicle)	--
Body Style	Vehicle Body Style is the categorization of vehicles across all manufacturers and makes based on their body style. Categories include: (Convertible, Coupe, Hatchback, Long Bed Pickup, Motorcycle, Other, Pickup, Sedan, Short Bed Pickup, Special, Sport Utility Vehicle, Unknown, Van, Wagon). (Folder Path in CCC ONE: Attributes > Vehicle)	--
Book of Business	The book of business associated to the claim. Business values include: (Standard, Non-Standard, Unknown).(Folder Path in CCC ONE: Attributes > Policy)	--
Both Survey Response Cnt	The number of claims where the Overall Satisfaction survey and the CSI survey were both responded to. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Bumper Replaced Cnt	The count of bumper parts that are defined as a replace action from parts reporting.	--

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Measure	Definition	Formula
Bumper Repair Cnt	The count of bumper parts that are defined as a repair action from parts reporting.	--
Capture Rate	Percentage of the number of times when an appraised vehicle was also repaired at the same facility when compared to all claims which were appraised at that repair facility. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	Appraisal Cnt where Repair Status = Repaired / (Appraisal Cnt where Repair Status = Repaired or Appraised)
Catastrophe Indicator	The Catastrophe Indicator reflects the presence of a catastrophe as captured in the Admin1 tab in Pathways.The EMS file does not include this attribute, so all non-Pathways appraisals will be set to Catastrophe Indicator = Undetermined. Values include: Catastrophe Non-Catastrophe Undetermined (Folder Path in CCC ONE: Attributes > Claim Detail)	--
Catastrophe Name	The name of a catastrophe as indicated in the "Catastrophe" field of the Admin1 tab of Pathways. This field will not be populated for non-Pathways EMS files. (Folder Path in CCC ONE: Attributes > IMG)	--
Claim Category	Claim Category is a grouping of Claim Type into Structural, Vehicle, Other or Unknown. (Folder Path in CCC ONE: Attributes > Claim Type)	--
Claim Folder Created Date	The date the claim folder was created at CCC by either a customer interface transaction or CCC Autoverse Assignment Entry. Note this is the date the reports use for the periods, Month , Quarter and Year. (Folder Path in CCC ONE: Attributes > IMG)	--

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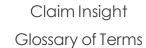| Measure	Definition	Formula
Claim Folder Drive-able Flag	The flag that indicates whether the loss vehicle of a claim was driveable or not. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	
Claim Folder Last Modified Date	The date of the last activity in the CCC claim folder. Note the activity of closing the folder will alter the last modified date. (Folder Path in CCC ONE: Attributes > IMG)	--
Claim Folder Status	The current status of the CCC Autoverse Claim folder. Values include: (Open, Closed, Merged, Merging, Unknown). (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Claim Folder Total Loss Flag	The current Total Loss Flag based on the CCC Autoverse Claim folder: (Yes, No, Unknown). (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Claim Folder Total Loss Status	The current Total Loss status based on the CCC Autoverse Claim folder. Values include: (Borderline, Confirmed, Total Loss, Repairable, Unknown). (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Claim Number	The alpha-numeric value assigned as the claim number. (Folder Path in CCC ONE: Attributes > IMG)	--
Claim Office Branch Code	The alpha-numeric value assigned to claim office by the insurance company to identify that office with a code identifiable within their company. (Folder Path in CCC ONE: Attributes > Company)	--
Claim Submitted Date	The date when the estimate was communicated to CCC. (Folder Path in CCC ONE: Attributes > IMG)	--
Claim Type	Claim Type is an attribute that reflects the type of claim appraised. Values include: (Bus,	--

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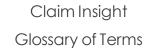| Measure	Definition	Formula
	Heavy Truck, Recreational Vehicles and Campers, Trailer, Watercraft, Emergency, Motorcycle, Sport/Off Road, Unknown, Heavy Equipment, Other, Structural, Vehicle).(Folder Path in CCC ONE: Attributes > Claim Type)	
Claim Type Detail	Claim Type Detail is a attribute that gives more detail to the Claim Type. Values for "Vehicle" Claim Type include: (Car, Pickup, Utility Vehicle, Other, Specialty Car, Van, Personal Property, Unknown). (Folder Path in CCC ONE: Attributes > Claim Type)	--
Cleanliness Response Cnt	Number of responses received to the "Cleanliness" question in the CSI survey. Sample Cleanliness question: "On a scale of 1-10, with 1 being lowest and 10 being highest, how would you rate your satisfaction with the cleanliness of the vehicle when it was returned to you by X Shop?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Cleanliness Score	Score received for the "Cleanliness" question in the CSI survey. Sample Cleanliness question: "On a scale of 1-10, with 1 being lowest and 10 being highest, how would you rate your satisfaction with the cleanliness of the vehicle when it was returned to you by X Shop?". (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Company	This set of attributes that refer to the insuring company for whom estimates and supplements were generated. The prompt window within Analytics displays the hierarchy of the company as set up and maintained in CCC's Front Office System. This hierarchy includes all locations to which data is tied, as well as all locations at levels above the lowest level locations. Levels within the hierarchy are identified as Level 2 through Level 6,	--

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Measure	Definition	Formula
	with the Lowest Level Location reflecting the lowest level in a particular branch of a hierarchy to which data is tied. (Folder Path in CCC ONE: Attributes > Company)	
Company Code	An abbreviated company name. (Folder Path in CCC ONE: Attributes > Company)	--
Customer Contact Date	The date when the customer was contacted by the repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Door Style	The count of doors on the loss vehicle as specified in the vehicle appraisal. (Folder Path in CCC ONE: Attributes > Vehicle)	--
Engine Code	The engine code as specified for the loss vehicle on the appraisal. (Folder Path in CCC ONE: Attributes > Vehicle)	--
EstComplete Date	The date when the Estimate was completed. (Folder Path in CCC ONE: Attributes > IMG)	--
EstSent Date	The date and time the original estimate of record was successfully sent. For non-Pathways claims, this reflects the date and time the EMS is attached to the claim folder. For Pathways claims, this reflects the date and time the estimate hits EZNet. (Folder Path in CCC ONE: Attributes > IMG)	--
EstSent to LastSupplSent Cnt	Number of claims that have the data for the "EstSent to LastSupplSent Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstSent to LastSupplSent Days	Number of days it takes to send the last supplement after the estimate was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstSent to LastSup-	Average number of days it takes to send the last supplement after an estimate was sent.	--

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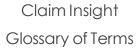| Measure	Definition	Formula
plSent Days Avg	(Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	
EstSent to Planned Vehicle In Cnt	Number of claims that have the data for the "EstSent to Planned Vehicle In Cnt Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstSent to Planned Vehicle In Days	Number of days it takes to have a planned check-in of a vehicle after the estimate was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstSent to Planned Vehicle In Days Avg	Average number of days it takes to have a planned check-in of a vehicle after the estimate was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	EstSent to Planned Vehicle In Days / EstSent to Planned Vehicle In Cnt
EstSent to Survey Response Cnt	Number of claims that have data for the "EstSent to Survey Response Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
EstSent to Survey Response Days	Number of days it takes to get the last response from the customer after the estimate was sent to the Insurance Carrier. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
EstSent to Survey Response Days Avg	Average number of days it takes to get the last response from the customer after the estimate was sent to the Insurance Carrier. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	EstSent to Survey Response Days / EstSent to Survey Response Cnt
EstSent to Vehicle In Cnt	Number of claims that have the data for the "EstSent to Vehicle In Cnt Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstSent to Vehicle	Number of days it takes to have a vehicle check-in a repair facility after the estimate was	--

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Measure	Definition	Formula
In Days	sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	
EstSent to Vehicle In Days Avg	Average number of days it takes to have a vehicle check-in a repair facility after the estimate was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	EstSent to Vehicle In Days / EstSent to Vehicle In Cnt
EstStart Date	The date when the first line of the estimate was written. (Folder Path in CCC ONE: Attributes > IMG)	--
EstStart to Appraisal Complete Cnt	Number of claims that have the data for the "EstStart to Appraisal Complete Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstStart to Appraisal Complete Days	Number of days it takes to complete an appraisal after an estimate was started. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstStart to Appraisal Complete Days Avg	Average number of days it takes to complete an appraisal after the estimate was started. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	EstStart to Appraisal Complete Days / EstStart to Appraisal Complete Cnt
EstStart to EstComplete Cnt	Number of claims that have the data for the "EstStart to EstComplete Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstStart to EstComplete Days	Number of days it takes to complete an estimate after the estimate was started. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
EstStart to EstCom-	Average number of days it takes to complete an estimate after an estimate was started.	--

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Measure	Definition	Formula
plete Days Avg	(Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	
Final Valuation Date	The date when the final valuation was completed. (Folder Path in CCC ONE: Attributes > IMG)	--
FirstSuppl to LastSuppl Days Avg	Average number of days it takes for the last supplement to be locked after the first line on the first supplement was started.	First Suppl to Last Suppl Days / First Suppl to Last Suppl Cnt
FirstSupplStart Date	The date when the first line of the first supplement of a claim was written. (Folder Path in CCC ONE: Attributes > IMG)	--
Frame Repair Amt	Amount spent on labor for frame repair tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	--
Frame Repair Claim Cnt	Number of claims where the frame was repaired. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Frame)	--
Frame Repair Hrs	Number of hours spent on frame repair tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Frame)	--
Frame Replace Amt	Amount spent on labor for frame replacement tasks. Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Frame)	--
Frame Replace Claim Cnt	Number of claims where a frame was replaced. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Frame)	--
Frame Replace Hrs	Number of hours spent on frame replacement tasks. (Folder Path in CCC ONE: Metrics >	--

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Measure	Definition	Formula
	Claim Insight > Collision Estimating > Labor > Frame)	
Insp to EstSent Cnt	Number of claims that have the data for the "Insp to EstSent Cnt" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Insp to EstSent Days	Number of days it takes to send an estimate after the inspection was completed. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Insp to EstSent Days Avg	Average number of days it takes to send an assignment after an inspection was complete. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	--
Insp Date	The date the inspection was done. (Folder Path in CCC ONE: Attributes > IMG)	--
Inspection Location CBSA	Short for "Core Based Statistical Area", CBSA refers to the Census bureau defined metropolitan areas (areas with a population greater than 50,000) or micropolitan areas (areas with a population between 10,000 – 49,999) that the vehicle inspection took place. (Folder Path in CCC ONE: Attributes > Inspection Location)	--
Inspection Location City	The city of the vehicle inspection. The city is derived from the zip code of the inspection location. (Folder Path in CCC ONE: Attributes > Inspection Location)	--
Inspection Location County	The county of the vehicle inspection. The county is derived from the zip code of the vehicle inspection location. (Folder Path in CCC ONE: Attributes > Inspection Location)	--
Inspection Location Name	The name of the location of the vehicle inspection as set up and maintained within CCC's systems. (Folder Path in CCC ONE: Attributes > Inspection Location)	--
Inspection Location	The state of the vehicle inspection. State is derived from the zip code of the vehicle inspec-	--

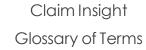| Measure	Definition	Formula
State	tion location. (Folder Path in CCC ONE: Attributes > Inspection Location)	
Inspection Location Street Address	The street address of the vehicle inspection. (Folder Path in CCC ONE: Attributes > IMG)	--
Inspection Location Type	The code of the Inspection Location before it is summarized for reporting in CCC ONE Analytics.Values can include U, DRV, NDRV, HOME, WORK, RF, OS, DESK, DP, SCTR, DMES. One or more of these values are mapped to the Inspection Locations above. (Folder Path in CCC ONE: Attributes > IMG > Collision Estimating)	--
Inspection Location Zip Code	The zip code of the vehicle inspection as setup and maintained within CCC's systems or as specified in the Pathways appraisal. (Folder Path in CCC ONE: Attributes > Inspection Location)	--
Insurer Handle Claim Response Cnt	Number of claims that received a response for the "Insurer Handle" question in the CSI survey. Sample Insurer Handle question, On a scale of 1 to 10 where 1 is very unsatisfied and 10 is very satisfied, how would you rate your satisfaction with the way X Insurance Company handled your claim?. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Insurer Handle Claim Score	Score received for the "Handled Claim" question in the CSI survey. Sample Handled Claim question: "On a scale of 1 to 10 where 1 is very unsatisfied and 10 is very satisfied, how would you rate your satisfaction with the way X Insurance Group handled your claim?". (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--

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Measure	Definition	Formula
Kept Informed %	Percentage of the number of claims that have the CSI survey where the "Kept Informed" question was answered "Yes" compared to the number of responses received for this question. Sample Kept Informed question: Did the shop keep you adequately informed during the repair process?. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Kept Informed Score / Kept Informed Response Cnt
Kept Informed Response Cnt	Number of claims that received a response for the "Kept Informed" question in the CSI survey. Sample Kept Informed question: "Did the shop keep you adequately informed during the repair process"?. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Kept Informed Score	Score received for the "Kept Informed" question in the CSI survey. Sample Kept Informed question: Did the shop keep you adequately informed during the repair process?. (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Labor % of Total Repair Cost	Percentage of the labor cost when compared to the overall repair cost. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor)	Total Labor Amt / Total Repair Cost
Labor Hours per Shop Day	Number of labor hours spent in a day repairing vehicles on days when a vehicle was in a repair facility.(Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	Total Labor Hrs / Vehicle In to Vehicle Out Days
Labor Hrs per Repair Day	Number of labor hours spent in a day repairing vehicles on days when repairs were done. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	Total Labor Hrs / Repairs Started to Repairs Completed Days

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Measure	Definition	Formula
Last Adjuster	An adjuster is the person who typically works in an insurance company and manages the claim on behalf of that company. The last adjuster is the most recent person assigned to manage a claim. (Folder Path in CCC ONE: Attributes > Adjuster)	--
Last Adjuster State	The state to which the Adjuster is registered in CCC's systems. (Folder Path in CCC ONE: Attributes > Adjuster)	--
Last Estimate Assignment Sent Date	The date the latest estimate assignment was sent from the insurance company to the appraiser, as sourced from the CCC assignment record. In the case where an assignment record is not available, the assignment sent date will be sourced from the Pathways estimate of record. In the event the latest assignment sent is the same as the original, the Last Estimate Assignment Sent Date will be equal to the AsgnSent Date. (Folder Path in CCC ONE: Attributes > IMG)	--
Last Estimate Assignment Sent to EstSent Cnt	Number of claims that have the data for the "Last Estimate Assignment Sent to EstSent Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Last Estimate Assignment Sent to EstSent Days	Number of days it takes to send an estimate after the last estimate assignment was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Last Estimate Assignment Sent to EstSent Days Avg	Average number of days it takes to upload an assignment after the last assignment was sent.	Last Estimate Assignment Sent to EstSent Days / Last Estimate Assignment Sent

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Measure	Definition	Formula
		to EstSent Cnt
Last Estimate Assignment Sent to EstSent Days Avg	Average number of days it takes to send an estimate after the last estimate assignment was sent.	--
Last Estimate Assignment Sent to Vehicle In Cnt	Number of claims that have the data for the "Last Estimate Assignment Sent to Vehicle In Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Last Estimate Assignment Sent to Vehicle In Days	Number of days it takes to check-in a vehicle at a repair facility after the last estimate assignment was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Last Estimate Assignment Sent to Vehicle In Days Avg	Average number of days it takes to check-in a vehicle at a repair facility after the assignment was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Last Estimate Assignment Sent to Vehicle In Days / Last Estimate Assignment Sent to Vehicle In Cnt
Last Post Val Chng Date	The date that the most recent post valuation changes were made to the valuation.(Folder Path in CCC ONE: Attributes > IMG)	--
Last Salvage Assignment Sent Date	The date the latest assignment was sent from the insurance company. (Folder Path in CCC ONE: Attributes > IMG)	--
Last Survey	The date when the last survey response was received from the customer. (Folder Path in	--

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Measure	Definition	Formula
Response Date	CCC ONE: Attributes > Claim Folder Detail)	
Last Valuation Date	The date when the last valuation was completed. (Folder Path in CCC ONE: Attributes > IMG)	--
LastSupplComplete Date	The date when the last supplement was completed. (Folder Path in CCC ONE: Attributes > IMG)	--
LastSupplSent Date	The date when the last supplement was communicated to CCC. (Folder Path in CCC ONE: Attributes > IMG)	--
Level 2 Location	A hierarchical attribute within the Company hierarchy that indicates the 2nd level of the Company hierarchy set up for a customer. Also included are Company Levels 2 through 7. (Folder Path in CCC ONE: Attributes > Company)	--
Level 3 Location	A hierarchical attribute within the Company hierarchy that indicates the 3rd level of the Company hierarchy set up for a customer. Also included are Company Levels 2 through 7. (Folder Path in CCC ONE: Attributes > Company)	--
Level 4 Location	A hierarchical attribute within the Company hierarchy that indicates the 2nd level of the Company hierarchy set up for a customer. Also included are Company Levels 2 through 7. (Folder Path in CCC ONE: Attributes > Company)	--
Level 5 Location	A hierarchical attribute within the Company hierarchy that indicates the 2nd level of the Company hierarchy set up for a customer. Also included are Company Levels 2 through 7. (Folder Path in CCC ONE: Attributes > Company)	--

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Measure	Definition	Formula
Level 6 Location	A hierarchical attribute within the Company hierarchy that indicates the 2nd level of the Company hierarchy set up for a customer. Also included are Company Levels 2 through 7. (Folder Path in CCC ONE: Attributes > Company)	--
Line of Business	National Association of Insurance of Commissioners (NAIC) categories of claim coverage "Lines". Line values are: (Aircraft, Allied lines, Auto Liability, Auto Physical Damage, Boiler and Machinery, Burglary and Theft, Commercial Multiple - Peril, Credit Accident and Health, Credit International, Earthquake, Farm owners Multiple - Peril, Fidelity, Financial Guaranty, Fire Coverage, Group Accident and Health, Homeowners Multiple - Peril, Inland Marine, Medical Malpractice, Mortgage Guaranty, Non-proportional assumed rein-surance - Financials, Non-proportional assumed reinsurance - Liability, Non-proportional assumed reinsurance - Property, Ocean Marine, Other, Other Accident and Health, Other Liability, Product Liability, Surety, Unknown, Workers' Compensation).(Folder Path in CCC ONE: Attributes > Policy)	--
Loss Category	The type of coverage for a particular claim. Valid loss categories include: (Collision, Comprehensive, Liability, Other, Unknown).(Folder Path in CCC ONE: Attributes > Policy)	--
Loss Date	The date of loss for a given claim. (Folder Path in CCC ONE: Attributes > IMG)	Date is equal to Claim Folder Loss Date, if not present Loss Reported, if either not present Claim Folder Create Date

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Measure	Definition	Formula
Loss Location CBSA	Short for "Core Based Statistical Area", CBSA refers to the Census bureau defined metropolitan areas (areas with a population greater than 50,000) or micropolitan areas (areas with a population between 10,000 – 49,999) based on the Loss Zip Code of a valuation.(Folder Path in CCC ONE: Attributes > Location > Loss Location)	--
Loss Location City	City for the location of the loss. The City is derived from the Zip Code of the Loss Location.(Folder Path in CCC ONE: Attributes > Location > Loss Location)	--
Loss Location County	County for the location of the loss. The County is derived from the Zip Code of the Loss location.(Folder Path in CCC ONE: Attributes > Location > Loss Location)	--
Loss State	State for the location of the loss. The County is derived from the Zip Code of the Loss location.(Folder Path in CCC ONE: Attributes > Location > Loss Location)	--
Loss Zip Code	The zip code of the loss location (where loss location is determined by the vehicle owner's address).(Folder Path in CCC ONE: Attributes > Location > Loss Location)	--
LossRpt Date	The date the loss was reported to the insurance company for a given claim. (Folder Path in CCC ONE: Attributes > IMG)	--
LossRpt to Planned Vehicle In Cnt	Number of claims that have the data for the "LossRpt to Planned Vehicle In Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
LossRpt to Planned Vehicle In Days	Number of days between having a planned check-in of a vehicle at a repair facility from the date the loss was reported. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--

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Measure	Definition	Formula
LossRpt to Planned Vehicle In Days Avg	Average number of days it takes to have a planned check-in of a vehicle at a repair facility after the estimate was sent. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	LossRpt to Planned Vehicle In Days / LossRpt to Planned Vehicle In Cnt
LossRpt to Vehicle In Cnt	Number of claims that have the data for the "LossRpt to Vehicle In Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
LossRpt to Vehicle In Days	Number of days it takes to have a vehicle check-in a repair facility after the loss was reported. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
LossRpt to Vehicle In Days Avg	Average number of days it takes for a vehicle to be actually checked-in at a repair facility after the loss was reported. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	LossRpt to Vehicle In Days / LossRpt to Vehicle In Cnt
LossRpt to Vehicle Out Cnt	Number of claims that have the data for the "LossRpt to Vehicle Out Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
LossRpt to Vehicle Out Days	Number of days between checking-out a vehicle from a repair facility from the day the loss was reported. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
LossRpt to Vehicle Out Days Avg	Average number of days between checking-out a vehicle from a repair facility from the date the loss was reported. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	LossRpt to Vehicle Out Days / LossRpt to Vehicle Out Cnt

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Measure	Definition	Formula
Lot Closed Date	Date the salvage assignment was closed (when the salvage vendor was complete with the salvaged vehicle). (Folder Path in CCC ONE: Attributes > IMG)	--
Lowest Level Location	The name given to the insurance office location to which the data for a given appraisal/claim is tied. (Folder Path in CCC ONE: Attributes > Company)	--
Luxury % of Claim Vol	Percentage of the number of claims for luxury cars when compared to the overall number of claims. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Productivity)	Luxury Claim Cnt / Appraisal Cnt
Luxury Claim Cnt	Number of claims that have a luxury car. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Productivity)	--
Make	Vehicle Make is the make as decoded from the VIN or entered by the user. (Folder Path in CCC ONE: Attributes > Vehicle)	--
Manufacturer	Vehicle Manufacturer groups together different vehicle makes based on the global manufacturer. For example: GM as a manufacturer would drill to vehicle makes such as Pontiac, Chevrolet, etc. (Folder Path in CCC ONE: Attributes > Vehicle)	--
Mechanical Repair Amt	Amount spent on tasks involving mechanical repair. (Folder Path in CCC ONE: Metrics > Collision Estimating > Labor > Mechanical)	--
Mechanical Repair Claim Cnt	Number of claims where there was mechanical repair done. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Mechanical)	--
Mechanical Repair	Number of hours spent on mechanical repair. (Folder Path in CCC ONE: Metrics > Claim	--

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Measure	Definition	Formula
Hrs	Insight > Collision Estimating > Labor > Mechanical)	
Mechanical Replace Amt	Amount spent on mechanical replacement tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Mechanical)	--
Mechanical Replace Claim Cnt	Number of claims where a mechanical replacement was done. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Mechanical)	--
Mechanical Replace Hrs	Number of hours spent on mechanical replacement tasks.(Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Mechanical)	--
Misc % of Total Repair Cost	Percentage of the miscellaneous amount when compared to the total repair cost. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Other)	Misc Amt / Total Repair Cost
Misc Amt	Miscellaneous amount includes costs associated with sublet and any charges that remain after excluding towing, storage and EPC (hazardous waste removal) costs. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Other)	--
Model	The vehicle model name as specified the in the Claim Folder. (Folder Path in CCC ONE: Attributes > Vehicle)	--
Month	The month in which the claim folder was created for the claim. (Folder Path in CCC ONE: Attributes > Period)	--
Multiple Question Response Cnt	Number of claims that have a response for the CSI survey. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Non-Driveable % of	Percentage of the number of appraisals where the vehicle was non-driveable when com-	Appraisal Cnt where

Measure	Definition	Formula
Appraisal Vol	pared to all appraisals. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Productivity)	Vehicle Driveable Flag = Non- Driveable / Appraisal Cnt where Vehicle Drive-able Flag = Driveable or Non-Driveable
Non-OEM % of Part Amt	Percentage of the amount spent on Non-Original Equipment Manufacturer parts when compared to the amount spent on all parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Non-OEM Claim Cnt	Number of claims where any type of part was used except an Original Equipment Man-ufacturer part. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Non-Theft % of Valuation Cnt	Percentage of the number of valuations on claims which were not caused by theft com-pared to all valuations. (Folder Path in CCC ONE: Metrics > Claim Insight > Total Loss)	(Valuation Cnt where Loss Type = Collision) / (Valu-ation Cnt where Loss Type = Collision or Theft)
Nullified Survey Cnt	Number of surveys that were nullified. Surveys can be nullified based on the Insurance Carriers discretion. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Sat-isfaction)	--
Number of Lines in Appraisal	Number of lines in an appraisal. (Folder Path in CCC ONE: Metrics > Claim Insight > Col-lision Estimating > Other)	--

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Measure	Definition	Formula
OEM % of Part Amt	Percentage of the amount spent on Original Equipment Manufacturer parts when compared to the amount spent on all parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	OEM Part Amt / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)
OEM Part Amt	Amount spent on Original Equipment Manufacturer parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	--
OEM Part Cnt	Number of Original Equipment Manufacturer parts used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	--
OEM Claim Cnt	Number of claims where an Original Equipment Manufacturer part was used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	--
OEM Discount %	Percentage of the amount of discount given to an Original Equipment Manufacturer part. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	(OEM PreDiscounted Part Amt - OEM Discounted Part Amt) / OEM PreDiscounted Part Amt
OEM Discount % of OEM Part Amt	Percentage of the amount of discount given on OEM parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	(OEM PreDiscounted Part Amt - OEM Discounted Part Amt) / OEM Part Amt
OEM Discounted	Number of claims where a discount was given to an Original Equipment Manufacturer	--

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Measure	Definition	Formula
Claim Cnt	part. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	
OEM Discounted Part Amt	Amount spent on Original Equipment Manufacturer parts that have a discount. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	--
OEM Discounted Part Cnt	Number of Original Equipment Manufacturer parts that have a discount. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	--
OEM PreDis- counted Part Amt	Amount of Original Equipment Manufacturer part before discount was applied. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > OEM)	--
On Time Delivery Response Cnt	Number of claims that have a response for the "On Time Delivery" question in the CSI survey. Sample On Time Delivery question: "Was the vehicle ready when promised?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
On Time Delivery Score	Score received for the "On Time" question in the CSI survey. Sample On Time question "Was the vehicle ready when promised?". (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Optional OEM % of Part Amt	Percentage of the amount spent on Optional Original Equipment Manufacturer parts when compared to the amount spent on all parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	Optional OEM Part Amt / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)

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Measure	Definition	Formula
Optional OEM Claim Cnt	Number of claims where an Optional Original Equipment Manufacturer part was used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Optional OEM Part Amt	Amount spent on Optional Original Equipment Manufacturer parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Optional OEM Part Cnt	Number of Optional Original Equipment Manufacturer parts used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Overall Experience Response Cnt	Number of claims that received a response to the Repair Satisfaction survey. Sample question: "Were you completely satisfied with your X Repair repair experience?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Overall Experience Score	Score received for the Repair Satisfaction survey. Sample question: Were you completely satisfied with your X repair facility repair experience?. (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Paint Labor % of Total Repair Cost	Percentage of the amount spent on labor for all painting tasks when compared to the overall repair cost. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Paint)	(Paint Repair Amt + Paint Replace Amt) / Total Repair Cost
Paint Repair Amt	Amount spent on labor for tasks associated with painting a repaired part. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Paint)	--
Paint Repair Hrs	Number of labor hours spent on painting repaired parts. (Folder Path in CCC ONE: Met-	--

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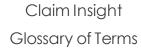| Measure	Definition	Formula
	rics > Claim Insight > Collision Estimating > Labor > Paint)	
Paint Replace Amt	Amount spent on labor for painting replacement parts. Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Paint)	--
Paint Replace Hrs	Number of labor hours spent on painting replacement parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Paint)	--
Paint Supplies % of Total Repair Cost	Percentage of the amount spent on paint supplies when compared to the total repair cost. (Folder Path in CCC ONE: Metrics > Claim Insight > Materials)	Paint Supply Amt / Total Repair Cost
Paint Supply Amt	Amount spent on paint supplies which is reflected on the appraisal. If the amount touches the paint supply threshold level setup by the user (if it's setup), than this amount is equal to the threshold amount. (Folder Path in CCC ONE: Metrics > Claim Insight > Materials)	--
Paint Supply Repair Hrs	Number of labor hours spent on painting repaired parts. This value would be different from Paint Repair Hrs only when the user has their estimating system set up to calculate the total paint so that it does factor in the additional time for clear coat that is otherwise 'capped' at 2.5 hours. (Folder Path in CCC ONE: Metrics > Claim Insight > Materials)	--
Paint Supply Replace Hrs	Number of labor hours spent on painting replacement parts. This value would be different from Paint Replace Hrs only when the user has their estimating system set up to calculate the total paint so that it does factor in the additional time for clear coat that is otherwise 'capped' at 2.5 hours. (Folder Path in CCC ONE: Metrics > Claim Insight >	--

Measure	Definition	Formula
	Materials)	
Parts % of Total Repair Cost	Percentage of the overall cost of parts when compared to the total repair cost. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts)	(OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt) / Total Repair Cost
PDR Labor Amt	Amount spent on labor for dent repair tasks which excludes painting. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > PDR)	--
PDR Labor at Discount Claim Cnt	Number of claims where a dent repair (which excludes painting the part) was completed at a discount. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > PDR)	--
PDR Labor at List Claim Cnt	Number of claims where a dent repair (which excludes painting the part) was completed at the list rate. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > PDR)	--
PDR Labor at Markup Claim Cnt	Number of claims where a dent repair (which excludes painting the part) was completed at a markup. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > PDR)	--
PDR Labor Claim Cnt	Number of claims which have a paintless dent repair task. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > PDR)	--

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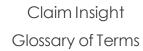| Measure	Definition	Formula
Planned Promise Date	The planned date that is promised to the customer on when the vehicle will be returned. (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Planned Repairs Complete Date	The date submitted in CCC ONE Estimating when the repairs were planned to be completed at the repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Planned Repairs Completed Date	The date when the repairs where planned to be completed at the repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Planned Repairs Completed Date	The date when the repairs are planned to be completed by the repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Planned Repairs Completed Met Cnt	Number of instances where a repair was completed on time as planned. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	--
Planned Repairs Started Date	The date when the repairs were planned to be started at the repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Planned Repairs Started Date	The date submitted in CCC ONE Estimating when the repairs were planned to be started at the repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Planned Repairs Started to Planned Repairs Completed Cnt	Number of claims that have the data for the "Planned Repairs to Planned Repairs Completed Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Planned Repairs	Number of days it takes to have the planned repair completed after it was started.	--

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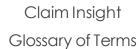| Measure	Definition	Formula
Started to Planned Repairs Completed Days	(Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	
Planned Repairs Started to Planned Repairs Completed Days Avg	Average number of days it takes to have the planned repair completed after it was started. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Planned Repairs Started to Planned Repairs Completed Days / Planned Repairs Started to Planned Repairs Completed Cnt
Planned Vehicle In Date	The date submitted in CCC ONE Estimating when the vehicle was planned to be checked-in at the repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Planned Vehicle In Date	The date when the loss vehicle was planned to be checked-in the repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Planned Vehicle In to Planned Vehicle Out Cnt	Number of claims that have the data for the "Planned Vehicle In to Planned Vehicle Out Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Planned Vehicle In to Planned Vehicle Out Days	Number of days between having a planned check-out of a vehicle from the date it had a planned check-in. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Planned Vehicle In	Average number of days between having a planned check-out of a vehicle from the date	Planned Vehicle In to

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Measure	Definition	Formula
to Planned Vehicle Out Days Avg	it had a planned check-in. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Planned Vehicle Out Days / Planned Vehicle In to Planned Vehicle Out Cnt
Planned Vehicle In to Vehicle In Cnt	Number of claims that have data for the "Planned Vehicle In to Vehicle In Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Planned Vehicle In to Vehicle In Days	Difference in the number of days between when a vehicle was planned to be checked-in at a repair facility to when it was actually checked-in. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Planned Vehicle In to Vehicle In Days Avg	Average of the difference in the number of days between when a vehicle was planned to be checked-in at a repair facility to when it was actually checked-in. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Planned Vehicle In to Vehicle In Days / Planned Vehicle In to Vehicle In Cnt
Planned Vehicle Out Date	The date when the loss vehicle was planned to be checked-out of the repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Planned Vehicle Out Date	The date submitted in CCC ONE Estimating when the vehicle was planned to be checked-out of a repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Planned Vehicle Out Met Cnt	Number of instances where a vehicle was checked-out of a repair facility at the planned check-out date. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	--
Policy Holder Driver Y/N	Indicator if the vehicle owner for the claim is the policy holder. (Folder Path in CCC ONE: Attributes > IMG)	--

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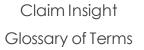| Measure	Definition	Formula
Policy Number	The policy number as entered within the appraisal administrative data. (Folder Path in CCC ONE: Attributes > IMG)	--
Policy Type	Type of Insurance policy covering the claim. Types include: (Commercial, Personal, Unknown).(Folder Path in CCC ONE: Attributes > Policy)	--
PostValChng Total Amt	Total amount of changes made after a valuation was generated. (Folder Path in CCC ONE: Metrics > Claim Insight > Total Loss)	--
PostValChng Total Cnt	Number of changes made after a valuation was generated. (Folder Path in CCC ONE: Metrics > Claim Insight > Total Loss)	--
PostValChng Total File Cnt	Number of valuations were a change was made after it was generated. (Folder Path in CCC ONE: Metrics > Claim Insight > Total Loss)	--
Primary Impact	For these attributes, primary points of impact have been grouped in these major groupings. Front Impacts = where impact point is Front, Right Front, Left Front, Right Front Pillar, and Left Front Pillar Rear Impacts = where impact point is Right Qtr Post, Right Rear, Rear, Left Rear, and Left Qtr Post Side Impacts = where impact point is Right T-Bone, Left T-Bone, and Left & Right Side Other Collision = where impact point is Rollover, Front & Rear, All Over, Undercarriage, and Total Loss Other Non-Collision = where impact point is Non-Collision, Strip, Hail, Glass, and Vandalized, Hood, Deck Lid, and Roof Water = where impact point is Fresh Water, Salt Water Burns = where impact point is Interior Burn, Engine Burn, Total Burn Unknown = where impact point is unknown (Folder Path in CCC ONE: Attributes > Condition)	--

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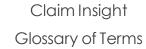| Measure	Definition	Formula
Primary Impact Point	A selection option when creating your own report that provides specific detail on claims/appraisals broken out by primary point of impact.This attribute applies only to Collision Estimating data. Subcategories include Not Entered, Right Front, Right Front Pillar, Right T-bone, Right Quarter Post, Right Rear, Rear, Left Rear, Left Quarter Post, Left T-bone, Left Front Pillar, Front Left, Front, Rollover, Unknown, Total Loss, Non-Collision, Left & Right Side, Front & Rear, All Over, Strip, Undercarriage, Total Burn, Interior Burn, Engine Burn, (Fresh Water, Salt Water, (Hail, Glass, Vandalized, Hood, Deck Lid, and Roof. (Folder Path in CCC ONE: Attributes > Condition)	--
Promise Date	The date promised to the customer on when the loss vehicle will be returned after the repair. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Promise Date	The date promised to the customer on when the loss vehicle will be returned after the repair. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Promise to Vehicle Out Cnt	Number of claims that have data for the "Promise to Vehicle Out" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Promise to Vehicle Out Days	Difference of the number of days between when the vehicle was actually checked-out of a repair facility and the promised check-out date.(Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Promise to Vehicle Out Days Avg	Average number of days it takes to actually have the vehicle check-out of the repair facility after the promised check-out date.(Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Promise to Vehicle Out Days / Promise to Vehicle Out Cnt

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Measure	Definition	Formula
Quality Response Cnt	Number of claims who received a response for the "Quality" question in the CSI survey. Sample question: "On a 1 to 10 scale where 1 is completely dissatisfied and 10 is completely satisfied, how would you rate your satisfaction with the quality of the repair?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Quality Score	Score received for the "Quality" question in the CSI survey. Sample question: "On a 1 to 10 scale where 1 is completely dissatisfied and 10 is completely satisfied, how would you rate your satisfaction with the quality of the repair?" (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Quarter	The quarter in which the claim folder was created for the claim. (Folder Path in CCC ONE: Attributes > Period)	--
Recommend Insurer Response Cnt	Number of claims who received a response for the "Recommend Insurer" question in the CSI survey. Sample question: "On a scale of 1 to 10 where 1 is very unlikely and 10 is very likely, how likely would you be to recommend X Insurance Group to a friend or family member?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Recommend Insurer Score	Score received for the "Recommend Insurer" question in the CSI survey. Sample question: "On a scale of 1 to 10 where 1 is very unlikely and 10 is very likely, how likely would you be to recommend X Insurance Group to a friend or family member?".(Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Recommend Shop Response Cnt	Number of claims who received a response for the "Recommend Shop" question in the CSI survey. Sample question: "As a result of this visit, on a scale of 1 to 10, where 1 is	--

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Measure	Definition	Formula
	very unlikely and 10 is very likely, how likely is it that you would recommend the shop to a friend or family member?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	
Recommend Shop Score	Score received for the "Recommend Shop" question in the CSI survey. Sample question: "As a result of this visit, on a scale of 1 to 10, where 1 is very unlikely and 10 is very likely, how likely is it that you would recommend the shop to a friend or family member?. (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Recycled % of Part Amt	Percentage of the amount spent on recycled parts when compared to the amount spent on all types of parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	Recycled Part Amt / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)
Recycled Claim Cnt	Number of claims where a Recycled part was used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Recycled Part Amt	Amount spent on Recycled parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Recycled Part Cnt	Number of Recycled parts used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Repair % of Frame	Percentage of the amount spent on labor for repairing tasks when compared to amount	Frame Repair Amt /

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Measure	Definition	Formula
Labor Amt	spent on labor for all repair and replacement tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Frame)	(Frame Repair Amt + Frame Replace Amt)
Repair % of Sheet Metal Labor Amt	Percentage of the amount spent on labor for only repairing Sheet metal when compared to the amount spent on labor for overall Sheet Metal tasks (repair and replacement). (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	Sheet Metal Repair Amt / (Sheet Metal Repair Amt + Sheet Metal Replace Amt)
Repair % of Total Labor Amt	Percentage of the labor cost in repairing tasks when compared to the overall labor amount. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor)	(Frame Repair Amt + Mechanical Repair Amt + Sheet Metal Repair Amt + Paint Repair Amt + User-1Def Repair Amt + User-2Def Repair Amt + PDR Labor Amt)/Total Labor Amt
Repair Cost % of Regional Value Range	Total cost of the repair as a percentage of the Regional Value amount. (Folder Path in CCC ONE: Attributes > Claim Detail)	--
Repair Facility CBSA	The Core Based Statistical Area (CBSA) where the repair facility is located. (Folder Path in CCC ONE: Attributes > Location > Repair Facility)	--
Repair Facility City	The city where the repair facility is located. (Folder Path in CCC ONE: Attributes > Loca-	--

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Measure	Definition	Formula
	tion > Repair Facility)	
Repair Facility County	The county where the repair facility is located. (Folder Path in CCC ONE: Attributes > Location > Repair Facility)	--
Repair Facility Name	The name entered into the "Repair Site" field within Pathways Admin 2. This field will not be populated for non-Pathways appraisals. (Folder Path in CCC ONE: Attributes > IMG)	--
Repair Facility State	The geographical state entered into the "Repair Site" field within Pathways Admin 2. This field will not be populated for non-Pathways appraisals. (Folder Path in CCC ONE: Attributes > Location > Repair Facility)	--
Repair Facility State	The geographical state entered into the "Repair Site" field within Pathways Admin 2. This field will not be populated for non-Pathways appraisals. (Folder Path in CCC ONE: Attributes > Location > Repair Facility)	--
Repair Facility Street Address	The street address entered into the "Repair Site" field within Pathways Admin 2. This field will not be populated for non-Pathways appraisals. (Folder Path in CCC ONE: Attributes > IMG)	--
Repair Facility Zip Code	The zip code entered into the "Repair Site" field within Pathways Admin 2. This field will not be populated for non-Pathways appraisals. (Folder Path in CCC ONE: Attributes > Location > Repair Facility)	--
Repair Facility Zip Code	The zip code entered into the "Repair Site" field within Pathways Admin 2. This field will not be populated for non-Pathways appraisals. (Folder Path in CCC ONE: Attributes >	--

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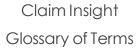| Measure	Definition	Formula
	Location > Repair Facility)	
Repair Satisfaction %	Score received from the Repair Satisfaction survey. Sample question: "Were you completely satisfied with your X Repair repair experience?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Repair Status	The status of the repair of a vehicle as captured in Update Plus CSI. Repaired – When the loss vehicle was repaired at a repair facility. Appraised – When the loss vehicle was appraised but not repaired at a repair facility. Not Appraised – When the loss vehicle was not appraised or repaired at a repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Repair Status	The status of the repair of a vehicle as captured in Update Plus CSI. Repaired – When the loss vehicle was repaired at a repair facility. Appraised – When the loss vehicle was appraised but not repaired at a repair facility. Not Appraised – When the loss vehicle was not appraised or repaired at a repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Repaired Cnt	Number of claims where the repair was completed. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	--
Repairs Cancelled Date	The date when the repairs where cancelled at the repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Repairs Completed	The date when the repair of the loss vehicle were actually completed. (Folder Path in CCC	--

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Measure	Definition	Formula
Date	ONE: Attributes > Claim Folder Detail)	
Repairs Completed Date	The date submitted in CCC ONE Estimating on when the repairs were completed at the repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Repairs Completed Diff Cnt	Number of claims where the planned repair completion date was different from the actual. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	--
Repairs Completed to Vehicle Out Cnt	Number of claims that have data for the "Repairs Completed to Vehicle Out Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Repairs Completed to Vehicle Out Days	Number of days it takes to check-out a vehicle from a repair facility after the repair was completed. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Repairs Completed to Vehicle Out Days Avg	Average number of days it takes to have the vehicle check-out of the repair facility after the repair was completed. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Repairs Completed to Vehicle Out Days / Repairs Completed to Vehicle Out Cnt
Repairs Delayed Date	The date when the repair of a loss vehicle was delayed. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Repairs Re-Opened Date	The date when the "repair order" in CCC® Estimating or CCC® Repair Workflow is reopened to work on the same repair of the loss vehicle. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--

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Measure	Definition	Formula
Repairs Started Date	The date when the repair of the loss vehicle actually started. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Repairs Started Date	The date submitted in CCC® Estimating on when the repairs started at the repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Repairs Started Diff Cnt	Number of claims where the planned repair start date was different from when it actually started. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	--
Repairs Started to Repairs Completed Cnt	Number of claims that have the data for the "Repairs Started to Repairs Completed Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Repairs Started to Repairs Completed Days	Number of days it takes to complete a repair after it was started. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Repairs Started to Repairs Completed Days Avg	Average number of days it takes to complete a repair after it was started. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Repairs Started to Repairs Completed Days / Repairs Started to Repairs Completed Cnt
Repairs Started to Vehicle Out Cnt	Number of claims that have the data for the "Repairs Started to Vehicle Out Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Repairs Started to	Number of days it takes for a vehicle to check-out of a repair facility after the repair has	--

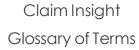| Measure	Definition	Formula
Vehicle Out Days	started. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	
Repairs Started to Vehicle Out Days Avg	Average number of days it takes to check-out a vehicle after the repair was started. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Repairs Started to Vehicle Out Days / Repairs Started to Vehicle Out Cnt
RO % of Part Amt	Amount spent on Reconditioned parts when compared to the amount spent on all types of parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	RO Part Amt / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)
RO Part Amt	Amount spent on Reconditioned parts. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
RO Part Cnt	Number of Reconditioned parts used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
RO Claim Cnt	Number of claims where a Reconditioned part was used. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
RPS Part Cnt	Number of recycled parts sourced using CCC ONE. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Parts > Non-OEM)	--
Service Response Cnt	Number of claims who received a response for the "Service" question in the CSI survey. Sample question: On a scale of 1-10, with 1 being lowest and 10 being highest, how	--

Measure	Definition	Formula
	would you rate your satisfaction with the customer service you received from X Shop?. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	
Service Score	Score received for the "Service" question in the CSI survey. Sample question: On a scale of 1-10, with 1 being lowest and 10 being highest, how would you rate your satisfaction with the customer service you received from X Shop?. (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Settlement Date	The date of settlement as specified on the settlement tail returned to CCC for each valuation. (Folder Path in CCC ONE: Attributes > IMG)	--
Sheet Metal Repair Amt	Amount spent on labor for tasks associated with repairing Sheet Metal. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	--
Sheet Metal Repair Claim Cnt	Number of claims where the Sheet Metal of a vehicle was repaired. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	--
Sheet Metal Repair Hrs	Number of labor hours spent on Sheet Metal repair. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	--
Sheet Metal Replace Amt	Amount spent on labor for tasks associated with Sheet Metal replacement. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	--
Sheet Metal Replace Claim Cnt	Number of claims where the Sheet Metal of a vehicle was replaced. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	--
Sheet Metal	Number of labor hours spent on Sheet Metal replacement. (Folder Path in CCC ONE: Met-	--

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Measure	Definition	Formula
Replace Hrs	rics > Claim Insight > Collision Estimating > Labor > Sheet Metal)	
Single Question Response Cnt	Number of claims who received a response for the Repair Satisfaction survey. Sample question: "Were you completely satisfied with your X Repair repair experience?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Source	Vehicle Source are global regions, based on the Manufacturer's Corporate Office Country of origin. Categories: (Asian, Domestic, European, Other), Examples: Honda vehicle source is considered Asian, regardless of whether the car was actually manufactured in the U.S. or in Japan. All Vehicle Source drills to Manufacturers then to Makes. (Folder Path in CCC ONE: Attributes > Vehicle)	--
Supplement % of Total Repair Cost	Percentage of the supplement amount when compared to the total repair cost. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Severity)	Supplement Amt / Total Repair Cost
Supplement Amount	Amount of the supplement. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Severity)	Total Repair Cost - Estimate Amt
Supplement Appraiser Diff Cnt	Number of claims where the appraiser for the estimate is different from the appraiser for the supplement.(Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Productivity)	--
Survey % of On Time Delivery	Percentage of the number of claims where the vehicle was ready for pick-up as promised to the customer. This is determined using the "Was the vehicle ready when promised?" question in the CSI survey. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer	Vehicle Ready On Time Score / Vehicle Ready On Time Response Cnt

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Measure	Definition	Formula
	Satisfaction)	
Survey % of Vehicles Not Returned	Percentage of the number of claims that have the CSI survey with the "Vehicle Returned" question answered "No" compared to the number of claims where this question was answered. Sample Vehicle Returned question: "After the repair, was it necessary to return your vehicle for rework?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Survey % of Vehicles Returned	Percentage of the number of claims that have the CSI survey with the "Vehicle Returned" question answered "Yes" compared to the number of claims where this question was answered. Sample Vehicle Returned question: "After the repair, was it necessary to return your vehicle for rework?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Vehicle Returned Score/ Vehicle Returned Response Cnt
Survey Flag	The survey flag depicts whether a survey was sent to the customer or not. (Folder Path in CCC ONE: Attributes > Claim Insight > Claim Folder Detail)	--
Survey Flag	The survey flag depicts whether a survey was sent to the customer or not. (Folder Path in CCC ONE: Attributes > Claim Insight > Claim Folder Detail)	--
Survey Response Cnt	Number of claims who received a response for the "Service" question in the CSI survey. Sample question: On a scale of 1-10, with 1 being lowest and 10 being highest, how would you rate your satisfaction with the customer service you received from X Shop?. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--

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Measure	Definition	Formula
Survey Sent Cnt	Number of claims that sent out a Customer Satisfaction survey. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Survey Type	The kind of survey sent out to the customer. If the questions of the survey were created by an Insurance Carrier then it is an Insurance survey. If the questions were created by the repair facility then it is a Shop survey. (Folder Path in CCC ONE: Attributes > Claim Insight > Claim Folder Detail)	--
Theft % of Valuation Cnt	Percentage of the number of valuations on claims which were caused by theft compared to all valuations. (Folder Path in CCC ONE: Metrics > Claim Insight > Total Loss)	(Valuation Cnt where Loss Type = Theft) / Valuation Cnt
Total Labor Amt	Total cost of labor to complete all repairing and replacing tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor)	(Frame Repair Amt + Mechanical Repair Amt + Sheet Metal Repair Amt + Paint Repair Amt + User-1Def Repair Amt + User-2Def Repair Amt + PDR Labor Amt + Frame Replace Amt + Mechanical Replace Amt + Sheet Metal Replace Amt + Paint Replace Amt + User1Def

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Measure	Definition	Formula
		Replace Amt + User2Def Replace Amt)
Total Labor Hrs	Total labor hours utilized to perform repairing and replacing tasks. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor)	Frame Repair Hrs + Mechanical Repair Hrs + Sheet Metal Repair Hrs + Paint Repair Hrs + User1Def Repair Hrs + User2Def Repair Hrs + Frame Replace Hrs + Mechanical Replace Hrs + Sheet Metal Replace Hrs + Paint Replace Hrs + User1Def Replace Hrs + User2Def Replace Hrs
Total Loss Threshold Exceeded Indicator	This attribute refers to whether the repair cost of an appraisal/claim has exceeded the Total Loss Threshold Amt. The values for this attribute are: (Total Loss Threshold Exceeded, Total Loss Threshold Not Exceeded, Unknown, For non-pathways claims this is populated with a value of unknown). (Folder Path in CCC ONE: Attributes > Claim Detail)	--
Total Repair Cost per Estimate	Average total cost of a repair reflected in estimates. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Severity)	Estimate Amt / Appraisal Cnt

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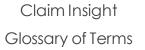| Measure	Definition	Formula
Total Repair Cost per Supplement	Average total cost of a repair reflected in supplements. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Severity)	Supplement Amt / Supplement Cnt
Type	Vehicle Type is the categorization of vehicles based on body style groupings: - Car includes Convertible, Coupe, Hatchback, Sedan, and Wagon. - Motorcycle includes motorcycles. - Pickup includes Long Bed Pickup, Pickup, Short Bed Pickup. - Utility Vehicle includes sport utility vehicle. - Van includes minivan, panel van, etc. - Other/Unknown includes other, unknown, and special vehicles.(Folder Path in CCC ONE: Attributes > Vehicle)	--
Underwriting Company	The assigned insurance company populated by the claim assignment. Commonly referred to Secondary Company. When populated the Underwriting Company is the insurance company on the estimate. When not populated, an assigned insurance company was not selected on the assignment.	
User1Def Claim Cnt	Number of claims that have a "User1Def" labor amount. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--
User1Def Repair Amt	Amount spent on labor for all User-defined Repair or Alignment tasks. (User-defined 1 to 4). (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--
User1Def Repair Hrs	Number of labor hours for all User-defined Repair or Alignment tasks. (User-defined 1 to 4). (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--

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Measure	Definition	Formula
User1Def Replace Amt	Amount spent on labor for all User-defined operations (Replace, Section, R&I, Sublet or None; User-defined 1 to 4). (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--
User1Def Replace Hrs	Number of labor hours for all User-defined operations. (Replace, Section, R&I, Sublet or None; User-defined 1 to 4).(Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--
User2Def Claim Cnt	Number of claims that have a "User2Def" labor amount. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--
User2Def Repair Amt	Amount spent on labor for all User1 defined labor amounts associated with repair or alignment tasks. It includes the following categories: Structural, Electrical, Diagnostic or Glass. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--
User2Def Repair Hrs	Number of labor hours spent on repair or alignment tasks for the Structural, Electrical, Diagnostic or Glass operations. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--
User2Def Replace Amt	Amount spent on labor for all User1 defined labor amounts associated with replacement tasks. It includes the following categories: Structural, Electrical, Diagnostic or Glass. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--

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Measure	Definition	Formula
User2Def Replace Hrs	Number of labor hours spent on replacement tasks for the Structural, Electrical, Diagnostic or Glass operations. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Labor > User-Defined)	--
Valuation Entered Date	The date the valuation was submitted to CCC for valuation. (Folder Path in CCC ONE: Attributes > IMG)	--
Valuation Request Number	The number CCC assigns to each valuation completed to uniquely identify each valuation.(Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle Age	Vehicle Age is the age of the loss vehicle in years.For Collision Estimating data, vehicle age is based on the estimate start date minus vehicle model year.For Total Loss, vehicle age is based on the date the vehicle was submitted to CCC for valuation minus the vehicle model year. (Folder Path in CCC ONE: Attributes > Condition)	--
Vehicle Age Group	Vehicle Age Group is a grouping of vehicles based on their vehicle ages. Categories include the following: Current Yr or Newer Group = where Vehicle Age is less than 1 year 1 - 3 Years = where Vehicle Age is 1 to 3 years 4 - 6 Years = where Vehicle Age is 4 to 6 years 7 Years and older = where Vehicle Age is 7 years and older Unknown Age Group = where vehicle age is unavailable or invalid (Folder Path in CCC ONE: Attributes > Condition)	--
Vehicle Cnt	Number of vehicles appraised. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Productivity)	--

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Measure	Definition	Formula
Vehicle In Date	The date when the loss vehicle actually checked-in at the repair facility. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Vehicle In Date	The date submitted in CCC ONE Estimating on when the vehicle was checked-in at the repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle In Diff Cnt	Number of claims where the planned vehicle check-in date at a repair facility was different from when it actually checked-in. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	--
Vehicle In to Repairs Completed Cnt	Number of claims that have the data for the "Vehicle In to Repairs Completed Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Vehicle In to Repairs Completed Days	Number of days it takes to complete a repair after a vehicle was checked-in a repair facility. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Vehicle In to Repairs Completed Days Avg	Average number of days it takes to complete the repair after the vehicle was checked in at the repair facility. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Vehicle In to Repairs Completed Days / Vehicle In to Repairs Completed Cnt
Vehicle In to Repairs Started Cnt	Number of claims that have the data for the "Vehicle In to Repairs Started Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Vehicle In to	Number of days it takes to start a repair after a vehicle was checked-in at a repair facility.	--

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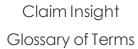| Measure	Definition	Formula
Repairs Started Days	(Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	
Vehicle In to Repairs Started Days Avg	Average number of days it takes to start a repair after a vehicle was checked-in at a repair facility. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Vehicle In to Repairs Started Days / Vehicle In to Repairs Started Cnt
Vehicle In to Vehicle Out Cnt	Number of claims that have the data for the "Vehicle In to Vehicle Out Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Vehicle In to Vehicle Out Days	Number of days it takes to check-out a vehicle from a repair facility after it was checked-in. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time > Days and Cnts)	--
Vehicle In to Vehicle Out Days Avg	Average number of days it takes to check-out a vehicle from a repair facility after it was checked-in. (Folder Path in CCC ONE: Metrics > Claim Insight > Cycle Time)	Vehicle In to Vehicle Out Days / Vehicle In to Vehicle Out Cnt
Vehicle Insured Name	Vehicle insured name listed in the claim folder. (Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle License	The license number for the loss vehicle as specified in the appraisal. (Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle Location State	The vehicle current location based on vehicle location zip code. (Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle Location	The vehicle current location zip code. (Folder Path in CCC ONE: Attributes > IMG)	--

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Measure	Definition	Formula
Zip Code		
Vehicle Odometer	The sum of all individual vehicle odometers.(Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Other)	--
Vehicle Odometer	The sum of all individual vehicle odometers. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Other)	--
Vehicle Odometer Appraisal Cnt	Number of claims that have a vehicle odometer reading. (Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Other)	--
Vehicle Odometer Avg	Average of vehicle odometer readings.(Folder Path in CCC ONE: Metrics > Claim Insight > Collision Estimating > Other)	Vehicle Odometer / Vehicle Odometer Appraisal Cnt
Vehicle Out Date	The date submitted in CCC ONE Estimating on when the vehicle was checked-out of a repair facility. (Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle Out Date	The date when the loss vehicle actually checked-out of a repair facility after the repair. (Folder Path in CCC ONE: Attributes > Claim Folder Detail)	--
Vehicle Out Diff Cnt	Number of claims where the planned vehicle check-out date from a repair facility was different from when it actually checked-out. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	--
Vehicle Out to Survey Response Cnt	Number of claims who have data for the "Vehicle Out to Survey Response Days" metric. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--

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Measure	Definition	Formula
Vehicle Out to Survey Response Days	Number of days it takes to receive the last survey response from the customer after the vehicle was checked-out of the repair facility. The response date/time is captured when the customer submits the survey. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Vehicle Out to Survey Response Days Avg	Average number of days it takes to receive the final response from the customer after the vehicle was checked-out of the repair facility. The response date/time is captured when the customer submits the survey. (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	Vehicle Out to Survey Response Days / Vehicle Out to Survey Response Cnt
Vehicle Owner CBSA	Short for "Core Based Statistical Area", CBSA refers to the Census bureau defined metropolitan area (areas with a population greater than 50,000) or micropolitan area (areas with a population between 10,000 – 49,999) where the vehicle owner resides.(Folder Path in CCC ONE: Attributes > Location > Vehicle Owner)	--
Vehicle Owner City	The city for the vehicle owner. The city is derived from the zip code of the vehicle owner. (Folder Path in CCC ONE: Attributes > Location > Vehicle Owner)	--
Vehicle Owner County	The county for the vehicle owner. The city is derived from the zip code of the vehicle owner. (Folder Path in CCC ONE: Attributes > Location > Vehicle Owner)	--
Vehicle Owner Name	Name of the vehicle owner as defined in the claim folder. (Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle Owner	The state for the vehicle owner. The state is derived from the zip code of the vehicle	--

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Measure	Definition	Formula
State	owner. (Folder Path in CCC ONE: Attributes > Location > Vehicle Owner)	
Vehicle Owner Street Address	The street address for the vehicle owner as specified in the appraisal.(Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle Owner Zip Code	The zip code for the vehicle owner as specified in the claim folder. (Folder Path in CCC ONE: Attributes > Location > Vehicle Owner)	--
Vehicle Place of Loss	Claim place of loss as specified by the claim folder. (Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle Returned Response Cnt	Number of claims with a response to the "Vehicle Returned" question in the CSI survey.Sample question: "After the repair, was it necessary to return your vehicle for rework?". (Folder Path in CCC ONE: Metrics > Claim Insight > Customer Satisfaction)	--
Vehicle Returned Score	Score received for the "Vehicle Returned" question in the CSI survey. Sample question: "After the repair, was it necessary to return your vehicle for rework?". (Folder Path in CCC ONE: Metrics > Claim Insight > IMG)	--
Vehicle Style	The vehicle style as specified on the appraisal for the loss vehicle. (Folder Path in CCC ONE: Attributes > Vehicle)	--
Vehicle VIN	The vehicle identification number as specified for the loss vehicle on the appraisal. (Folder Path in CCC ONE: Attributes > IMG)	--
Vehicle Year	The vehicle model year as specified in the claim folder. (Folder Path in CCC ONE: Attributes > Vehicle)	--

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Measure	Definition	Formula
Vehicle Year Avg	Average vehicle model year. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	Vehicle Year Num / Vehicle Cnt
Vehicle Year Num	The vehicle model year for the loss vehicle as specified on the appraisal. (Folder Path in CCC ONE: Metrics > Claim Insight > Productivity)	--
Year	The year in which the claim folder was created for the claim. (Folder Path in CCC ONE: Attributes > Period)	--

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