

Collision Estimating Glossary

Measure	Definition	Formula
% of AM Parts with Notif	Number of times an appraiser was notified of the availability of an aftermarket part and purchased the part as a percentage of the total number of replaced aftermarket parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	AM Part Notif Cnt / AM Part Cnt
% of Claims flagged Catastrophe	Count of claims/appraisals that were flagged as related to a catastrophe as a percent of the total volume of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Catastrophe Indicator = Catastrophe) / Claim Cnt
% of Claims flagged Total Loss	Count of claims/appraisals that were flagged as total loss as a percent of the total volume of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Vehicle Conditions = Total Loss) / (Claim Cnt of All Vehicle Conditions)
% of Claims with Allowance	Count of claims/appraisals that include allowance as a percent of the total count of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	Allowance Claim Cnt / Claim Cnt
% of Claims with AM Parts	Total number of claims/appraisals that include one or more aftermarket (AM) parts as a percentage of the total number of claims/appraisals.	AM Claim Cnt / Claim Cnt

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
% of Claims with Betterment	Count of claims/appraisals that include betterment as a percent of the total count of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	Betterment Claim Cnt / Claim Cnt
% of Claims with Changed Assignment Type	Count of claims/appraisals where the assignment type (appraise only, repair with owner okay, etc.) sent out with the original assignment changed after generation of estimate or supplement as a percent of the total count of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	Asgn Work Type Changed Claim Cnt / Claim Cnt
% of Claims with Frame Labor	Number of claims/appraisals in which dollars spent on frame labor is greater than or less than \$0 as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	Frame Claim Cnt / Claim Cnt
% of Claims with Insurer Prepaid Amt	Number of claims/appraisals in which dollars for insurer prepaid amt has been specified as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	Insurer Prepaid Amt Claim Cnt / Claim Cnt
% of Claims with MaxPaintSupply	Number of claims/appraisals in which the maximum paint supply threshold was reached as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	Max Paint Supply Amt Used Cnt / Claim Cnt.

Measure	Definition	Formula
% of Claims with Mechanical Labor	Number of claims/appraisals in which dollars spent on mechanical labor is greater than or less than \$0 as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	Mechanical Claim Cnt / Claim Cnt
% of Claims with OEM at List Price	Total number of claims/appraisals that include one or more OEM parts at list price as a percentage of the total number of claims/appraisals that include one or more OEM parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM List Claim Cnt / OEM Claim Cnt
% of Claims with OEM Discount	Total number of claims/appraisals that include one or more discounted OEM parts as a percent of the total number of claims/appraisals that include one or more OEM parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM Discounted Claim Cnt / OEM Claim Cnt
% of Claims with OEM Markup	Total number of claims/appraisals that include one or more OEM parts marked up from list price as a percentage of the total number of claims/appraisals that include one or more OEM parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM MarkedUp Claim Cnt / OEM Claim Cnt
% of Claims with OEM Parts	Total number of claims/appraisals that include one or more OEM parts as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM Claim Cnt / Claim Cnt

Measure	Definition	Formula
% of Claims with Optional OEM Parts	Total number of claims/appraisals that include one or more Optional OEM parts as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Optional OEM Claim Cnt / Claim Cnt
% of Claims with Paint Labor	Number of claims/appraisals in which dollars spent on Paint Labor is greater than or less than \$0 as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	Paint Claim Cnt / Claim Cnt
% of Claims with Paint Supplies	Number of claims/appraisals in which dollars spent on paint supplies is greater than or less than \$0 as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	Paint Supply Claim Cnt / Claim Cnt
% of Claims with PDR Labor	Number of claims/appraisals in which dollars spent on paintless dent repair (PDR) is greater or less than \$0 as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	PDR Lbr Claim Cnt / Claim Cnt
% of Claims with Recycled Parts	Total number of claims/appraisals that include one or more recycled parts as a percentage of the total number of Claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Recycled Claim Cnt / Claim Cnt
% of Claims with RO Parts	Total number of claims/appraisals that include one or more reconditioned/recored (RO) parts as a percentage of the total number of Claims/appraisals.	RO Claim Cnt / Claim Cnt

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
% of Claims with RPS Parts	Total number of claims/appraisals that include one or more recycled parts sourced using RPS as a percentage of the total number of Claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RPS Claim Cnt / Claim Cnt
% of Claims with Sheet Metal Labor	Number of claims/appraisals in which dollars spent on Sheet Metal Labor is greater than or less than \$0 as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	Sheet Metal Claim Cnt / Claim Cnt
% of Claims with Supplement(s)	Number of claims/appraisals with one or more supplements as a percent of the total count of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	Claim with Supplement Cnt / Claim Cnt
% of Claims with UserDef Labor	Number of claims/appraisals in which dollars spent on user-defined labor is greater than or less than \$0 as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	UserDef Claim Cnt / Claim Cnt
% of OEM Parts at List Price	Total number of OEM parts purchased at list price as a percentage of the total number of OEM parts (includes list, discounted, and marked-up). (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM List Part Cnt / OEM Part Cnt
% of OEM Parts with Discount	Total number of discounted OEM parts as a percentage of the total number of OEM parts (includes list, discounted, and marked-up).	OEM Discounted Part Cnt / OEM Part Cnt

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
% of OEM Parts with Markup	Total number of OEM parts marked up from list price as a percentage of the total number of OEM parts (includes list, discounted, and marked-up). (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM MarkedUp Part Cnt / OEM Part Cnt
% of PDR Labor Claims at List	Total number of claims/appraisals that include paintless dent repair (PDR) labor where no line-item discount or markup has been applied as a percentage of the total number of claims/appraisals that included PDR labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	PDR Lbr at List Claim Cnt / PDR Lbr Claim Cnt
% of PDR Labor Claims with Discount	Total number of claims/appraisals that include paintless dent repair (PDR) labor with a line-item discount applied as a percentage of the total number of claims/appraisals that included PDR labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	PDR Lbr at Discount Claim Cnt / PDR Lbr Claim Cnt
% of PDR Labor Claims with Markup	Total number of claims/appraisals that include paintless dent repair (PDR) labor with a line-item markup applied as a percentage of the total number of claims/appraisals that included PDR labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	PDR Lbr at Markup Claim Cnt / PDR Lbr Claim Cnt
% of Recycled Part Amt RPS Sourced	Total dollars for recycled parts sourced using RPS as a percentage of the total dollars spent on recycled parts.	RPS Part Amt / Recycled Part Amt

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
% of Recycled Part Cnt RPS Sourced	Total count of recycled parts sourced using RPS as a percentage of the total count of recycled parts replaced. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RPS Part Cnt / Recycled Part Cnt
% of Recycled Parts with Notif	Number of times an appraiser was notified of the availability of a recycled part (via RPS or Auto-Compare) as a percentage of the total number of replaced recycled parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Recycled Part Notif Cnt / Recycled Part Cnt
%ofClaims with Body Supplies	Number of claims/appraisals in which dollars spent on body supplies is greater than or less than \$0 as a percentage of the total number of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	Body Supply Claim Cnt / Claim Cnt.
7 Years & Older Age Group % of Claim Cnt	Number of claims/appraisals with vehicle model year aged seven years or older than estimate complete date as a percentage of the total count of claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Vehicle Age Group = 7 Years & Older) / (Claim Cnt where Vehicle Age Group is not equal to Unknown)
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 Unknown Air Bag Source. (Folder Path in CCC ONE Attributes\Claim).	

Measure	Definition	Formula
Allowance % of Total Repair Cost	Total dollars for appearance allowance as a percent of the total repair cost. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	Allowance Amt / Total Repair Cost
Allowance Amt	Total dollars for appearance allowance. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	
Allowance Claim Cnt	The total number of claims/appraisals where the allowance amount is not equal to zero. Used as a denominator to determine average allowance amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	
AM % of Part Amt	Total dollars spent on aftermarket (AM) parts as a percent of the total dollars spent on replaced parts. (Folder Path in CCC ONE Metrics\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 % of Part Cnt	Total count of aftermarket parts as a percent of the total number of replaced parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	AM Part Cnt / (OEM Part Cnt + Optional OEM Part Cnt + AM Part Cnt + Recycled Part Cnt + RO Part Cnt)
AM Part Amt Drive-	AM Part Amount where the vehicle is flagged as driveable.	AM Part Amt where

Measure	Definition	Formula
able	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Vehicle Driveable Flag = Driveable
AM Part Amt Non-Driveable	AM Part Amount where the vehicle is flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	AM Part Amt where Vehicle Driveable Flag = Non-Driveable
AM Claim Cnt	Total number of claims/appraisals where the total dollars for replaced aftermarket parts (AM Part Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
AM Comparable Part Amt	Total dollars for comparable OEM parts at the manufacturer's list price for replaced aftermarket parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
AM Notif Acceptance %	Number of times an appraiser purchased an aftermarket part as a percentage of the number of times he/she was notified of the availability of an aftermarket part. Pathways appraisals that predate version 4.1 and non-Pathways appraisals will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	AM Part Notif Used Cnt / AM Part Notif Cnt
AM Part Amt	Total dollars for new parts from a source other than the original equipment manufacturer that were replaced in completed estimates and supplements.(Also includes all	

Measure	Definition	Formula
	parts with part type = tire). (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
AM Part Cnt	Total number of new parts from a source other than the original equipment manufacturer that were replaced in completed estimates and supplements. (Includes all parts with part type = tire). (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
AM Part Notif Cnt	The total number of times the appraiser was notified of the availability of an aftermarket part. Pathways appraisals that predate version 4.1 and non-Pathways appraisals will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
AM Part Notif Used Cnt	The total number of times the appraiser inserted the aftermarket part into the estimate or supplement when notified of the availability of an aftermarket part. Pathways appraisals that predate version 4.1 and non-Pathways appraisals will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
AM Parts % of Total Repair Cost	Total dollars spent on aftermarket (AM) parts as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	AM Part Amt / Total Repair Cost
AM Variance %	The average percentage saved through the use of aftermarket (AM) parts versus the	(AM Comparable Part Amt

Measure	Definition	Formula
	OEM comparable parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	– AM Part Amt) / AM Comparable Part Amt
AM Variance Amt	The total dollar amount of variance between aftermarket (AM) parts and comparable OEM parts at the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	AM Comparable Part Amt – AM Part Amt
Appraisal Source	Appraisal Sources facilitates the filtering of information to include only those claims/appraisals generated by Insurance Staff Appraisers (Internal) or only those claims/appraisals generated by External Appraisers (includes Claims/appraisals generated by repair facilities and independent appraisal companies). This option applies to Collision Estimating Reports only. (Folder Path in CCC ONE Attributes\Claim).	
Appraiser	The Appraiser is the actual staff appraisers, 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. For repair facilities and independent appraiser companies, the list will display the companies' names and will provide the sum total of all individual estimators' work at each company. (Folder Path in CCC ONE Attributes\Appraiser\Claim Level).	All data for a single vehicle appraisal will be tied back to the appraiser that generated the original estimate of record (i.e. supplements written by that appraiser for his/her own estimates as well as

Measure	Definition	Formula
		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	This group of attributes that describe the appraiser that generated the appraisal, including the actual appraiser, the appraiser geographical location, and the appraiser type (staff appraiser, repair facility, and independent appraiser). (Folder Path in CCC ONE Attributes\Appraiser\Claim Level).	
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, and 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\Claim Level).	
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\Audit File Level).	

Measure	Definition	Formula
Asgn Work Type Changed Claim Cnt	Count of claims/appraisals where the assignment type (appraise only, repair with owner okay, etc.) sent out with the original assignment changed after generation of estimate or supplement. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
AsgnRetrieve Date	The date the assignment was retrieved by the appraiser. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Appraiser Detail).	
AsgnRetrieve to EstSent Cnt	The total count of claims/appraisals with valid dates and correct order for assignment retrieved and estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnRetrieve to EstSent Days	The total number of days from the assignment retrieved date to the estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnRetrieve to EstSent Days Avg	Average number of days between the date the assignment was retrieved by the appraiser and the date the EMS data for the estimate of record was successfully attached to the Autoverse claim folder or uploaded through EZNet. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	$\frac{\text{AsgnRetrieve to EstSent Days}}{\text{AsgnRetrieve to EstSent Cnt}}$
AsgnRetrieve to EstStart Cnt	The total count of claims where the date the assignment retrieved date was valid and preceded a valid estimate start date.	

Measure	Definition	Formula
	Note that this metric will be captured only for Pathways appraisals as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "AsgnRetrieve to Inspected Cnt". (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnRetrieve to EstStart Days	The total count of days from the date the estimate was retrieved to the date the first line of the estimate was added. Note that this metric will be captured only for Pathways appraisals as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "AsgnRetrieve to Inspected Days". (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnRetrieve to EstStart Days Avg	Average number of days between the date the assignment was retrieved by the appraiser and the date the first line of the estimate was written. Note that this metric will be captured only for Pathways appraisals as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "AsgnRetrieve to Inspected Days Avg". (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	$\text{AsgnRetrieve to EstStart Days} / \text{AsgnRetrieve to EstStart Cnt}$

Measure	Definition	Formula
AsgnRetrieve to EstStart Days Avg - Driveable	Average number of days between the date the assignment was retrieved by the appraiser and the date the first line of the estimate was written, for only claims reported as Drivable. Note that this metric will be captured only for Pathways appraisals as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Cycle Time).	
AsgnRetrieve to EstStart Days Avg - Non-Driveable	Average number of days between the date the assignment was retrieved by the appraiser and the date the first line of the estimate was written for only claims reported as Non Drivable. Note that this metric will be captured only for Pathways appraisals as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Cycle Time).	
AsgnRetrieve to Inspected Cnt	The total count of claims where the assignment retrieved date was valid and preceeded a valid inspection date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnRetrieve to Inspected Days	The total count of days from the date the estimate was retrieved to the date the first line of the estimate was added.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnRetrieve to Inspected Days Avg	Average number of days between the date the assignment was retrieved by the appraiser and the date the vehicle was inspected. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	AsgnRetrv to Inspected Days / AsgnRetrv to Inspected Cnt
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).	
AsgnSent to AsgnRetrieve Hrs	The total number of hours from the date the original estimate assignment was sent to the date the assignment was retrieved. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to AsgnRetrieve Hrs Avg	Average number of hours between the date the original estimate assignment was sent to the date the assignment was retrieved. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	AsgnSent to AsgnRetrieve Hrs / AsgnSent to Retrieve Cnt
AsgnSent to EstSent % <= 12 Hrs	Count of claims where AsgnSent to EstSent Hrs is less than or equal to 12 hours as a percent of the total count of claims where the original estimate assignment sent date is valid and preceeded a valid estimate sent date.	AsgnSent to EstSent <= 12 Hrs Cnt / AsgnSent to EstSent Cnt

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to EstSent % > 120 Hrs	Count of claims where AsgnSent to EstSent Hrs is greater than 120 hours as a percent of the total count of claims where the original estimate assignment sent date is valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	AsgnSent to EstSent > 120 Hrs Cnt / AsgnSent to EstSent Cnt
AsgnSent to EstSent % 48-120 Hrs	Count of claims where AsgnSent to EstSent Hrs is greater than 48 and less than or equal to 120 hours as a percent of the total count of claims where the original estimate assignment sent date is valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	AsgnSent to EstSent 48- 120 Hrs Cnt / AsgnSent to EstSent Cnt
AsgnSent to EstSent % 12-48 Hrs	Count of claims where AsgnSent to EstSent Hrs is greater than 12 and less than or equal to 48 hours as a percent of the total count of claims where the original estimate assignment sent date is valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	AsgnSent to EstSent 12-48 Hrs Cnt / AsgnSent to EstSent Cnt
AsgnSent to EstSent <= 12 Hrs Cnt	Count of claims where AsgnSent to EstSent Hrs is less than or equal to 12 hours. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to EstSent > 120 Hrs Cnt	Count of claims where AsgnSent to EstSent Hrs is greater than 120 hours. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	

Measure	Definition	Formula
AsgnSent to EstSent 48-120 Hrs Cnt	Count of claims where AsgnSent to EstSent Hrs is greater than 48 hours and less than or equal to 120 hours. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to EstSent 12-48 Hrs Cnt	Count of claims where AsgnSent to EstSent Hrs is greater than 12 hours and less than or equal to 48 hours. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to EstSent Cnt	The total count of claims where the original estimate assignment sent date was valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to EstSent Days	The total number of days between the date the original estimate assignment was sent and the date the estimate was uploaded (for Pathways appraisals) or EMS was attached to the claim folder (for non-Pathways appraisals). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to EstSent Days Avg	Average number of days between the date the original estimate assignment was sent and the date the estimate was uploaded (for Pathways appraisals) or EMS was attached to the claim folder (for non-Pathways appraisals). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	$\frac{\text{AsgnSent to EstSent Days}}{\text{AsgnSent to EstSent Cnt}}$

Measure	Definition	Formula
AsgnSent to EstSent Hrs	The total number of hours between the date the original estimate assignment was sent and the date the estimate was uploaded (for Pathways appraisals) or EMS was attached to the claim folder (for non-Pathways appraisals). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to EstSent Hrs Avg	Average number of hours between the date the original estimate assignment was sent and the date the estimate was uploaded (for Pathways appraisals) or EMS was attached to the claim folder (for non-Pathways appraisals). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	AsgnSent to EstSent Hrs / AsgnSent to EstSent Cnt
AsgnSent to Retrieve Cnt	The total count of claims where the date the assignment was sent was valid and preceeded a valid assignment retrieved date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to Retrieve Days	The total count of days from the date the assignment was sent to the date the assignment was retrieved. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
AsgnSent to Retrieve Days Avg	Average number of days between the date the assignment was sent to the appraiser and the date the assignment was retrieved by the appraiser. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	AssignSent to Retrieved Days / AssignSent to Retrieved Cnt

Measure	Definition	Formula
AsgnSent to Retrieve Days Avg - Driveable	Average number of days between the date the assignment was sent to the appraiser and the date the assignment was retrieved by the appraiser, for only claims reported as Driveable . (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Cycle Time).	
AsgnSent to Retrieve Days Avg - Non-Driveable	Average number of days between the date the assignment was sent to the appraiser and the date the assignment was retrieved by the appraiser, for only claims reported as Non Driveable . (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Cycle Time).	
Avg # of Parts Replaced per Claim	Average number of parts replaced per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	(OEM Part Cnt + Optional OEM Part Cnt+ AM Part Cnt + Recycled Part Cnt + RO Part Cnt) / Claim Cnt
Avg CCC Regional Value Amt	The average expected retail value of a typically-equipped vehicle with average mileage, in dealer ready condition, in a given geographical region. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Avg OEM Discount Amt	Average discount amount for OEM parts purchased at a discount. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	(OEM Pre-Discounted Part Amt – OEM Discounted Part Amt) / OEM Discounted Part Cnt

Measure	Definition	Formula
Avg PDR Labor Amt per Claim	Average dollars spent on paintless dent repair (PDR) per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	$\text{PDR Lbr Amt} / \text{Claim Cnt}$
Avg PDR Labor Amt per Claim with PDR	Average dollars spent on paintless dent repair (PDR) per claim that included paintless dent repair (where dollars for PDR were not equal to \$0). (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	$\text{PDR Lbr Amt} / \text{Claim Cnt}$
Avg RPS Amt per Claim with RPS Parts	Total dollars spent on recycled parts sourced using RPS per claim that included recycled parts sourced using RPS. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\text{RPS Part Amt} / \text{RPS Claim Cnt}$
Avg Tax Amt per Claim	Average dollars for sales tax per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\text{Tax Amt} / \text{Claim Cnt}$
Avg Allowance Amt	Average dollars per claim that included appearance allowance. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	$\text{Allowance Amt} / \text{Allowance Claim Cnt}$
Avg Betterment Amt	Average dollars per claim that included betterment. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	$\text{Betterment Amt} / \text{Betterment Claim Cnt}$
Avg Deductible Amt per Claim	The average deductible amount per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	$\text{Deductible Amt} / \text{Deductible Claim Cnt}$

Measure	Definition	Formula
Avg Frame Labor Amt per Claim	Average dollars per claim spent on Frame Labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	(Frame Repair Amt + Frame Replace Amt) / Claim Cnt
Avg Frame Labor Hrs per Claim	Average hours of labor with Frame Labor category per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	(Frame Repair Hrs + Frame Replace Hrs) / Claim Cnt
Avg Frame Labor Rate	Average labor rate for Frame Labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	(Frame Repair Amt + Frame Replace Amt) / (Frame Repair Hrs + Frame Replace Hrs)
Avg Frame Repair Labor Rate	Average labor rate for Frame Labor where labor operation is repair or align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	Frame Repair Amt / Frame Repair Hrs
Avg Frame Replace Labor Rate	Average labor rate for Frame Labor where labor operation = Replace, R&I, or Blank. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	Frame Replace Amt / Frame Replace Hrs
Avg Labor Amt per Claim	Total dollars spent on labor per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Total Labor Amt / Claim Cnt
Avg Labor Hrs per Claim	Average number of labor hours per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Total Labor Hours / Claim Cnt

Measure	Definition	Formula
Avg Mechanical Labor Amt per Claim	Average dollars per claim spent on Mechanical Labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	$(\text{Mechanical Repair Amt} + \text{Mechanical Replace Amt}) / \text{Claim Cnt}$
Avg Mechanical Labor Hrs per Claim	Average hours of labor with Mechanical Labor category per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	$(\text{Mechanical Repair Hrs} + \text{Mechanical Replace Hrs}) / \text{Claim Cnt}$
Avg Mechanical Labor Rate	Average labor rate for Mechanical Labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	$(\text{Mechanical Repair Amt} + \text{Mechanical Replace Amt}) / (\text{Mechanical Repair Hrs} + \text{Mechanical Replace Hrs})$
Avg Mechanical Repair Labor Rate	Average labor rate for Mechanical Labor where labor operation is repair or align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	$\text{Mechanical Repair Amt} / \text{Mechanical Repair Hrs}$
Avg Mechanical Replace Labor Rate	Average labor rate for Mechanical Labor where labor operation = Replace, R&I, or Blank. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	$\text{Mechanical Replace Amt} / \text{Mechanical Replace Hrs}$
Avg Misc Amt per Claim	Average dollars for miscellaneous per claim. This includes any items where "Sublet" is the chosen labor operation, and the part type is "None". Also includes any non-towing, non-storage, or non-EPC charges entered as "Other Charges" in Pathways. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	$\text{Misc Amt} / \text{Claim Cnt}$

Measure	Definition	Formula
Avg Net Cost of Repairs	Average cost per claim, including all estimate and supplement dollars, all allowance amounts, betterment, deductible, and related prior damage amounts. The Avg Net Cost of Repairs as captured for reporting does NOT subtract out the insurer prepaid amount and glass subtotal amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Net Cost of Repair Amt / Claim Cnt
Avg Paint Labor Amt per Claim	Average dollars per claim spent on Paint Labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	(Paint Repair Amt + Paint Replace Amt) / Claim Cnt
Avg Paint Labor Hrs per Claim	Average hours of labor with paint or refinish labor category per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	(Paint Repair Hrs + Paint Replace Hrs) / Claim Cnt
Avg Paint Labor Hrs per Claim - Driveable	Average hours of labor with paint or refinish labor category per claim where the vehicle is flagged as driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	((Paint Repair Hrs + Paint Replace Hrs) / Claim Cnt) where Vehicle Driveable Flag = Driveable
Avg Paint Labor Hrs per Claim - Non-Driveable	Average hours of labor with paint or refinish labor category per claim where the vehicle is flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	((Paint Repair Hrs + Paint Replace Hrs) / Claim Cnt) where Vehicle Driveable Flag = Non-Driveable
Avg Paint Labor	Average labor rate for paint (refinish) labor.	(Paint Repair Amt + Paint

Measure	Definition	Formula
Rate	(Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	$\text{Replace Amt} / (\text{Paint Repair Hrs} + \text{Paint Replace Hrs})$
Avg Paint Supply Amt per Claim	Average dollars per claim spent on paint supplies. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	$\text{Paint Supply Amt} / \text{Claim Cnt}$
Avg Paint Supply Rate	Average labor rate for paint supplies. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	$\text{Paint Supply Amt} / (\text{Paint Supply Repair Hrs} + \text{Paint Supply Replace Hrs})$
Avg Parts Amt per Claim	Average dollars spent on replacement parts per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	$(\text{OEM Part Amt} + \text{Optional OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt}) / \text{Claim Cnt}$
Avg Parts Amt per Claim - Driveable	Average dollars spent on replacement parts per claim where the vehicle is flagged as driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	$((\text{OEM Part Amt} + \text{Optional OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt}) / \text{Claim Cnt}) \text{ where Vehicle Driveable Flag} = \text{Driveable}$

Measure	Definition	Formula
Avg Parts Amt per Claim - Non-Driveable	Average dollars spent on replacement parts per claim where the vehicle is flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	$\frac{((\text{OEM Part Amt} + \text{Optional OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt}) / \text{Claim Cnt}) \text{ where Vehicle Driveable Flag} = \text{Non-Driveable}}$
Avg Pretax Discount Amt	Average discount dollar amount of completed estimates and supplements before taxes and allowances are added in, and before betterments are subtracted. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	$\frac{\text{Pretax Discount Amt}}{\text{Pretax Discount Claim Cnt}}$
Avg Price per AM Part	Average dollars spent per replaced aftermarket part. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\frac{\text{AM Part Amt}}{\text{AM Part Cnt}}$
Avg Price per Non-OEM Part	Average dollars spent per replaced non-OEM part. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\frac{(\text{Optional OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt}) / (\text{Optional OEM Part Cnt} + \text{AM Part Cnt} + \text{Recycled Part Cnt} + \text{RO Part Cnt})}{1}$
Avg Price per OEM	Average dollars spent per replaced OEM part purchased with a discount taken.	$\text{OEM Discounted Part Amt}$

Measure	Definition	Formula
at Discount	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	/ OEM Discounted Part Cnt
Avg Price per OEM at Markup	Average dollars spent per replaced OEM part purchased with a markup applied. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM MarkedUp Part Amt / OEM MarkedUp Part Cnt
Avg Price per OEM List Part	Average dollars spent per replaced OEM part purchased at list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM List Part Amt / OEM List Part Cnt
Avg Price per OEM Part	Average dollars spent per replaced OEM part. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM Part Amt / OEM Part Cnt
Avg Price per Optional OEM Part	Average dollars spent per Optional OEM part. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Optional OEM Part Amt / Optional OEM Part Cnt
Avg Price per Part	Average dollars spent per replaced part. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	(OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt) / (OEM Part Cnt + Optional OEM Part+ AM Part Cnt + Recycled Part Cnt + RO Part Cnt)

Measure	Definition	Formula
Avg Price per Recycled Part	Average dollars spent per replaced recycled part. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Recycled Part Amt / Recycled Part Cnt
Avg Price per RO Part	Average dollars spent per replaced reconditioned/other part. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RO Part Amt / RO Part Cnt
Avg Price per RPS Part	Total dollars spent on recycled parts sourced using RPS divided by the total count of recycled parts sourced using RPS. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RPS Part Amt / RPS Part Cnt
Avg Related Prior Damage Amt per Claim	Average dollars per claim attributed to related prior damage. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	Related Prior Damage Amt / Related Prior Damage Claim Cnt
Avg Repair Labor Hrs per Claim	Average hours per claim spent on repair labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	(Frame Repair Hrs + Mechanical Repair Hrs + Sheet Metal Repair Hrs + Paint Repair Hrs + User1Def Repair Hrs + User2Def Repair Hrs) / Claim Cnt
Avg Repair Labor Hrs per Claim -	Average hours per claim spent on repair labor where the vehicle is flagged as driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	((Frame Repair Hrs + Mechanical Repair Hrs +

Measure	Definition	Formula
Driveable		Sheet Metal Repair Hrs + Paint Repair Hrs + User-1Def Repair Hrs + User-2Def Repair Hrs) / Claim Cnt) where Vehicle Driveable Flag = Driveable
Avg Repair Labor Hrs per Claim - Non-Driveable	Average hours per claim spent on repair labor where the vehicle is flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	((Frame Repair Hrs + Mechanical Repair Hrs + Sheet Metal Repair Hrs + Paint Repair Hrs + User-1Def Repair Hrs + User-2Def Repair Hrs) / Claim Cnt) where Vehicle Driveable Flag = Non-Driveable
Avg Replace Labor Hrs per Claim	Average hours per claim spent on replace labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	(Frame Replace Hrs + Mechanical Replace Hrs + Sheet Metal Replace Hrs + Paint Replace Hrs + User-1Def Replace Hrs + User-2Def Replace Hrs) / Claim

Measure	Definition	Formula
		Cnt
Avg Replace Labor Hrs per Claim - Driveable	Average hours per claim spent on replace labor where the vehicle is flagged as driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	((Frame Replace Hrs + Mechanical Replace Hrs + Sheet Metal Replace Hrs + Paint Replace Hrs + User-1Def Replace Hrs + User-2Def Replace Hrs) / Claim Cnt) where Vehicle Driveable Flag = Driveable
Avg Replace Labor Hrs per Claim - Non-Driveable	Average hours per claim spent on replace labor where the vehicle is flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	((Frame Replace Hrs + Mechanical Replace Hrs + Sheet Metal Replace Hrs + Paint Replace Hrs + User-1Def Replace Hrs + User-2Def Replace Hrs) / Claim Cnt) where Vehicle Driveable Flag = Non-Driveable
Avg Severity	Average cost per claim, including all estimate and supplement dollars, all allowance amounts, and excluding betterment amounts. Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	(Total Repair Cost + Allowance Amt - Betterment Amt) / Claim Cnt

Measure	Definition	Formula
Avg Sheet Metal Labor Amt per Claim	Average dollars per claim spent on sheet metal labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	(Sheet Metal Repair Amt + Sheet Metal Replace Amt) / Claim Cnt
Avg Sheet Metal Labor Hrs per Claim	Average hours of labor with body or sheet metal labor category per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	(Sheet Metal Repair Hrs + Sheet Metal Replace Hrs) / Claim Cnt
Avg Sheet Metal Labor Rate	Average labor rate for sheet metal (body) labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	(Sheet Metal Repair Amt + Sheet Metal Replace Amt) / (Sheet Metal Repair Hrs + Sheet Metal Replace Hrs)
Avg Sheet Metal Repair Labor Rate	Average labor rate for sheet metal labor where labor operation is repair or align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	Sheet Metal Repair Amt / Sheet Metal Repair Hrs
Avg Sheet Metal Replace Labor Rate	Average labor rate for sheet metal labor where labor operation = Replace, R&I, or Blank. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	Sheet Metal Replace Amt / Sheet Metal Replace Hrs
Avg Storage Amt	Average dollars for storage for claims/appraisals that included storage. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	Storage Amt / Storage Claim Cnt
Avg Supplement	The average dollars from supplemental changes to the original estimate of record per	Supplement Amt / Claim

Measure	Definition	Formula
Amt per Claim	claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Cnt
Avg Supplement Amt per Claim with Supplement	The average dollars from supplemental changes to the original estimate of record per claim where one or more supplements has been generated. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Supplement Amt / Claim With Supplement Cnt
Avg Total Cost of Repairs	Average cost per claim, including all estimate and supplement dollars. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Total Repair Cost / Claim Cnt
Avg Total Loss Threshold Amt	The average total loss threshold dollar amount for claims that have a total loss threshold amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Total Loss Threshold Amt / Total Loss Threshold Claim Cnt
Avg Towing Amt	Average dollars for towing for claims/appraisals that included towing. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	Towing Amt / Towing Claim Cnt
Avg UserDef Labor Hrs per Claim	Average hours of labor with structural, diagnostic, electrical, glass or User-Defined Labor Categories 1-4 per claim. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	(User1Def Repair Hrs + User1Def Replace Hrs + User2Def Repair Hrs + User2Def Replace Hrs) / Claim Cnt

Measure	Definition	Formula
Avg UserDef Labor Rate	Average labor rate for user-defined labor. User-Defined Labor Category "1" incorporates labor hours and amounts with all four categories of user-defined labor (User-Defined 1-4). User-Defined Labor Category "2" incorporates labor hours and amounts with categories of structural, diagnostic, electrical and glass. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	$\frac{(\text{User1Def Repair Amt} + \text{User1Def Replace Amt} + \text{User2Def Repair Amt} + \text{User2Def Replace Amt})}{(\text{User1Def Repair Hrs} + \text{User1Def Replace Hrs} + \text{User2Def Repair Hrs} + \text{User2Def Replace Hrs})}$
Betterment % of Total Repair Cost	Total dollars for betterment as a percent of the total cost of repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	Betterment Amt / Total Repair Cost
Betterment Amt	Total dollars for betterment. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	
Betterment Claim Cnt	The total number of claims/appraisals where the betterment amount is not equal to zero. Used as denominator to determine average betterment amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	Betterment Amt / Betterment Claim 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	

Measure	Definition	Formula
	based on their body style. Categories include: Convertible, Coupe, Hatchback, Sedan, Wagon, Long Bed Pickup, Pickup, Short Bed Pickup, Sport Utility Vehicle, Van, Other, Unknown, Motorcycle, Special. (Folder Path in CCC ONE Attributes\Vehicle).	
Body Supply Amt	Total dollars spent on body supplies. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Body Supply Claim Cnt	Total number of claims/appraisals where the sum of Body Supply Repair Amt + Body Supply Replace Amt is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Body Supply Hrs	Total number of labor hours for body supplies. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	Body Supply Repair Hrs + Body Supply Replace Hrs
Body Supply Repair Amt	Total dollars spent on body supplies associated with a repair operation. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Body Supply Repair Hrs	Total labor hours associated with replace operation used to calculate body supplies. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Body Supply Replace Amt	Total dollars spent on body supplies associated with a replace operation. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	

Measure	Definition	Formula
Body Supply Replace Hrs	Total labor hours associated with repair operation used to calculate body supplies. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Catastrophe Avg Total Cost of Repairs	The average total repair cost of claims/appraisals where the claim is flagged as related to a catastrophe. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	(Total Repair Cost / Claim Cnt) where Catastrophe Indicator = Catastrophe
Catastrophe Claim Cnt	Total number of claims/appraisals where the claim is flagged as related to a catastrophe. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	Claim Cnt where Catastrophe Indicator = Catastrophe
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\Collision Estimating).	
CCC Regional Value Amt	The expected retail value of a typically-equipped vehicle with average mileage, in dealer ready condition, in a given geographical region.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
CCC Regional Value Claim Cnt	The total number of claims/appraisals that have a Regional Value that is greater than \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Claim	The set of attributes such as Air Bag Deployed Codes, Loss Categories, Inspection Locations, and Appraisal Sources. (Folder Path in CCC ONE).	
Claim Category	Claim Category is a grouping of Claim Type into Structural, Vehicle, Other or Unknown. (Folder Path in CCC ONE Attribute\Claim Type).	
Claim Cnt	Total number of appraisals generated.Replaces the metric formerly listed as "Estimate Cnt". (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Claim Number	The alpha-numeric value assigned as the claim number for the vehicle appraisal. (Folder Path in CCC ONE Attributes\IMG\Audit).	
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/time that the claim/appraisal was committed. For Pathways appraisals, this date/time is the same as the EstCompleteDate; for non-Pathways appraisals, this date/-	

Measure	Definition	Formula
	time is the same as the EstSentDate. This date is used as the prompt date for the Claim Detail Report. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
Claim Type	Claim Type is an attribute that reflects the type of claim appraised. Values include: Bus, Emergency, Heavy Equipment, Heavy Truck, Motorcycle, Other, Recreational Vehicles & Campers, Sport/Off Road, Structural, Trailer, Unknown, Vehicle, and Watercraft. (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, Other, Personal Property, Pickup, Specialty Car, Unknown, Utility Vehicle, and Van. (Folder Path in CCC ONE Attributes\Claim Type).	
Claim With Supplement Cnt	The count of claims/appraisals where at least one supplement was generated from the original estimate of record. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Collision % of Claim Vol	The count of claims/appraisals where the loss category is collision as a percent of the total claim cnt. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Loss Category = Collision) / (Claim Cnt)

Measure	Definition	Formula
Collision Avg Severity	The average severity of claims/appraisals where the loss category was "Collision". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\frac{\text{Total Repair Cost} - \text{Betterment Amt} + \text{Allowance Amt}}{\text{Claim Cnt}}$ where Loss Category = Collision
Collision Avg Severity - Driveable	The average severity of claims/appraisals where the loss category was "Collision" and the vehicle was flagged as driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\frac{(\text{Total Repair Cost} - \text{Betterment Amt} + \text{Allowance Amt})}{\text{Claim Cnt}}$ where Loss Category = Collision and Vehicle Driveable Flag = Driveable
Collision Avg Severity - Non-Driveable	The average severity of claims/appraisals where the loss category was "Collision" and the vehicle was flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\frac{(\text{Total Repair Cost} - \text{Betterment Amt} + \text{Allowance Amt})}{\text{Claim Cnt}}$ where Loss Category = Collision and Vehicle Driveable Flag = Non-Driveable
Collision Avg Total Cost of Repairs	The average total repair cost of claims/appraisals where the loss category was "Collision". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\frac{\text{Total Repair Cost}}{\text{Claim Cnt}}$ where Loss Category = Collision

Measure	Definition	Formula
Company	This set of attributes that refer to the insuring company for whom estimates and supplements were generated. The prompt window within Intellisphere 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, 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).	
Comprehensive Avg Severity	The average severity of claims/appraisals where the loss category was "Comprehensive". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\frac{\text{Total Repair Cost} - \text{Betterment Amt} + \text{Allowance Amt}}{\text{Claim Cnt where Loss Category} = \text{Comprehensive}}$
Comprehensive Avg Total Cost of Repairs	The average total repair cost of claims/appraisals where the loss category was "Comprehensive". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\frac{\text{Total Repair Cost}}{\text{Claim Cnt where Loss Category} = \text{Comprehensive}}$
Condition	The set of attributes such as Vehicle Driveable Flag, Primary Impacts, and Vehicle Age Groups, Vehicle Ages, and Condition Formats Used. (Folder Path in CCC ONE).	

Measure	Definition	Formula
Data Source	The estimating platform used to generate the vehicle appraisal: CCC (designates Pathways data uploaded through the Autoverse portal only), Pathways (designates Pathways data uploaded through EZNet), ADP or Mitchell. (Folder Path in CCC ONE Attributes\Claim).	
Deductible Amt	Total dollars for deductible. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	
Deductible Claim Cnt	Total number of claims/appraisals where the Deductible Amt is not equal to \$0. Used as a denominator to determine the average deductible amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	
Domestic % of Claim Vol	The count of claims where the source is Domestic as a percent of the total claims. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	$\frac{\text{Claim Cnt where Vehicle Source} = \text{Domestic}}{\text{Claim Cnt where Vehicle Source} = \text{Asian, Domestic or European}}$
Door Style	The count of doors on the loss vehicle as specified in the vehicle appraisal. (Folder Path in CCC ONE Attributes\Vehicle).	
Driveable Avg Total Cost of Repairs	The average total repair cost of claims/appraisals where the vehicle is driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\text{Total Repair Cost} / (\text{Claim Cnt where Driveable Flag})$

Measure	Definition	Formula
		= Driveable)
Engine Code	The engine code as specified for the loss vehicle on the appraisal. (Folder Path in CCC ONE Attributes\Vehicle).	
EstCompleteDate	The date the estimate of record for a given claim was locked. This field is only available for Pathways appraisals, as the EMS data file does not include this date/time stamp. A comparable date for the non-Pathways appraisals is EstSentDate. (Folder Path in CCC ONE).	
Estimate Amt	This is the sum of PreTax Amt + Tax Amt for all claims/appraisals that are estimates (file suffix = E01). Equivalent to the Total Cost of Repairs on the print image for any non-supplement claims/appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
EstSent Date	The date and time that the original estimate of record was successfully sent. If multiple estimates of record (E01's) are received (reassignment), the EstSentDate will refer to the first E01 received. Please note that as of April, 2008, this date is available for both Pathways and non-Pathways EMS appraisals . 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).	
EstSent to LastSup-	The total count of claims/appraisals with valid dates and correct order for estimate sent	

Measure	Definition	Formula
plSent Cnt	and last supplement sent dates. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
EstSent to LastSupplSent Days	The total number of days from the date the EMS data was successfully attached to the Autoverse claim folder (or the date the Pathways estimate of record was uploaded) and the date the EMS data for the last supplement on file was successfully attached to the Autoverse claim folder (or the date the last Pathways supplement was uploaded). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
EstSent to LastSupplSent Days Avg	Average number of days between the date the EMS data for the estimate of record was successfully attached to the Autoverse claim folder (or the date the Pathways estimate of record was uploaded) and the date the EMS data for the last supplement of record on file was successfully attached to the Autoverse claim folder (or the date the last Pathways supplement was uploaded). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	$\frac{\text{EstSent to LastSuppl Days}}{\text{EstSent to LastSuppl Cnt}}$
EstStart to ClaimComplete Cnt	The total count of claims with a valid estimate start date that preceeds the date that the last supplement on file for that particular claim was locked. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "EstSent to LastSupplSent Cnt".	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
EstStart to ClaimComplete Days	The total number of days from the date the first line of the estimate was added to the event log within Pathways to the date the last supplement on file for that particular claim was locked. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "EstSent to LastSupplSent Days". (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
EstStart to ClaimComplete Days Avg	Average number of days between the date the first line of the estimate was written and the date the last file (original estimate or last supplement uploaded) was locked. If the file is an estimate, the file complete date will be the same as the estimate complete date. If the file is a supplement, the file complete date will be the date that supplement was locked. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "EstSent to LastSupplSent Days Avg". (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	EstStart to Claim Complete Days / EstStart to Claim Complete Cnt

Measure	Definition	Formula
EstStart to EstComplete Cnt	The total count of claims with a valid estimate start date that preceeds a valid estimate complete date. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "Insp to EstSent Cnt". (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
EstStart to EstComplete Days	The total number of days between the date the first line of the estimate was added and the date the estimate of record was locked. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "Insp to EstSent Days". (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
EstStart to EstComplete Days Avg	Average number of days between the date the first line of the estimate was written and the date the estimate was locked. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. A comparable metric for these non-Pathways claims is "Insp to EstSent Days Avg". (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	$\text{EstStart to EstComplete Days} / \text{EstStart to EstComplete Cnt}$

Measure	Definition	Formula
EstStart to EstComplete Days Avg - Driveable	Average number of days between the date the first line of the estimate was written and the date the estimate was locked for only claims reported as Drivable. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Cycle Time).	
EstStart to EstComplete Days Avg - Non Driveable	Average number of days between the date the first line of the estimate was written and the date the estimate was locked for only claims reported as non drivable. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Cycle Time).	
EstStartDate	The date the first line of the estimate was added to the appraisal. This field is only available for Pathways appraisals as the EMS data file does not include this date/time stamp. A comparable date for non-Pathways appraisal is "InspDate". (Folder Path in CCC ONE).	
External Appraisers	Selection of this option within the Appraisal Source prompt will filter data to include only those Collision Estimating claims/appraisals with an external assignment type (i.e. claim/appraisals generated by a repair facility or independent appraisal company). (Folder Path in CCC ONE).	

Measure	Definition	Formula
First Suppl Start Date	The date the first line was added to the first supplement of record for a given appraisal. (Folder Path in CCC ONE).	
FirstSuppl to LastSuppl Cnt	The total count of claims with a valid date for the first line of the first supplement added that preceeds a valid date for the date the last supplement on file for that claim is locked. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
FirstSuppl to LastSuppl Days	The total number of days between the date the first line of the estimate was added and the date the estimate of record was locked. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
FirstSuppl to LastSuppl Days Avg	Average number of days between the date the first line of the first supplement (S01) was written and the date that the last supplement was locked. Note that this metric will be captured only for Pathways appraisals as the two dates necessary to calculate this metric are not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	First Suppl to Last Suppl Days / First Suppl to Last Suppl Cnt

Measure	Definition	Formula
Frame Claim Cnt	Total number of claims/appraisals where total dollars for Frame Labor (Frame Repair Amt + Frame Replace Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	
Frame Labor % of Total Repair Cost	Total dollars spent on Frame Labor as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	$\frac{\text{Frame Repair Amt} + \text{Frame Replace Amt}}{\text{Total Repair Cost}}$
Frame Labor Amt	Total dollars spent on Frame Labor, for all repair and replace operations. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	$\text{Frame Repair Amt} + \text{Frame Replace Amt}$
Frame Labor Hrs	Total number of labor hours for Frame Labor. Includes all hours where labor category = Frame. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	$\text{Frame Repair Hrs} + \text{Frame Replace Hrs}$
Frame Repair Amt	Total dollars for Frame Labor, where labor category = Frame, and labor operation = Repair or Align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	
Frame Repair Claim Cnt	Total count of claims where the dollars for labor with charge category equal to Frame and with labor operation = Repair or Align is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	

Measure	Definition	Formula
Frame Repair Hrs	Total labor hours for Frame Labor Category, where labor operation = Repair or Align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	
Frame Replace Amt	Total dollars for Frame Labor, where labor category = Frame, and labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	
Frame Replace Claim Cnt	Total count of claims where the dollars for labor with charge category equal to Frame and with labor operation = Replace, Section, R&I, Sublet, or None is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	
Frame Replace Hrs	Total labor hours for Frame Labor Category, where labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	
Front Impacts % of Claim Vol	The count of claims/appraisals where the primary impact point is a front impact as a percent of the total claim cnt. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Primary Impact Point = Right Front, Right Front Pillar, Left Front Pillar, Left Front or Front) / (Claim Cnt)
Glass Subtotal Amt	Pathways 4.1 will include a separate subtotal for glass and its associated sales tax. The Glass Subtotal Amt is included in the Total Cost of Repairs (Total Repair Cost) and the	

Measure	Definition	Formula
	Net Cost of Repairs amounts. Non-Pathways appraisals and Pathways appraisals prior to version 4.1 will show \$0 for this amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	
Glass Subtotal Claim Cnt	Total count of claims/appraisals where a subtotal for glass and its associated sales tax are displayed as part of the Pathways® appraisal subtotals. Non-Pathways appraisals and Pathways appraisals prior to version 4.1 will show 0 for this amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	
Hazardous Waste Amt	Total dollars for hazardous waste removal (EPC). (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Hazardous Waste Claim Cnt	The total number of claims/appraisals where the Hazardous Waste Amt is not equal to \$0.Used as denominator to determine average hazardous waste amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Industry by State	Industry by State allows the user to specify the individual state(s) for which he/she wants comparative Industry by State data to be displayed. (Folder Path in CCC ONE).	
Insp Date	The date and time of the vehicle inspection. Please note that as of April, 2008 this will now be available for both Pathways and non-Pathways EMS appraisals.	

Measure	Definition	Formula
	(Folder Path in CCC ONE).	
Insp to EstSent Cnt	The total count of claims with a valid inspection date that precedes a valid estimate sent date. Please note that as of April, 2008 this will now be available for both Pathways and non-Pathways EMS appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Insp to EstSent Days	The total number of days from the date of inspection to the date the estimate was sent. Please note that as of April, 2008 this will now be available for both Pathways and non-Pathways EMS appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Insp to EstSent Days Avg	Average number of days between the date the vehicle was inspected to the date the estimate was sent. Please note that as of April, 2008, this will now be available for both Pathways and non-Pathways EMS appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Insp to EstSent Days / Insp to EstSent Cnt
Inspection Type	Inspection type of the last assignment before the estimate if that record exists, if it does not exist the data is taken from the estimate of record. This is used to help calculate the Method of Inspection.	--
Inspection Location	The Inspection Location is used to indicate the type of location where the vehicle was assigned for inspection. Additionally, with the release of Pathways 4.1, functionality was	

Measure	Definition	Formula
	added to identify the type of assignment being sent to repair facilities. This assignment type was incorporated into the "Inspection Locations" values to further define the method/location of the inspection. Categories include the following: • Appr & Authorization to Repair = denotes an assignment sent to a repair facility where the repair facility's estimate is approved and the repairer can seek authorization for the repair • Appr & Repair with Customer OK = denotes an assignment sent to a repair facility where the repair facility's estimate is approved and the repairer can seek authorization for the repair from the vehicle owner • Demand Estimate = denotes an assignment sent to an appraiser where the customer has been asked to provide one or more estimates from a repairer of their choice • Desk Review = denotes an assignment sent to an appraiser where the appraisal has been generated as a desk review • Drive-In = denotes the inspection location as Drive-In Field = denotes the inspection location as either Home, Work, Repair Facility(non-registered), Other • Inspection Only = denotes an assignment sent to a repair facility where the repair	

Measure	Definition	Formula
	facility's estimate is approved for inspection only • Non Drive-In Facility / Other = denotes an inspection location of Non Drive-In • Repair Facility – DRP = denotes an assignment sent to a repair facility registered in CCC's systems. • Service Center = denotes an assignment where the inspection will be conducted at an insurance company location set up for vehicle inspections • Unknown = where site type specified is unknown value (Folder Path in CCC ONE Attributes\Claim).	
Inspection Location Alias	The alpha-numeric value assigned to a location by the insurance company to identify that location with a code identifiable within their company. The location is setup and maintained within CCC's systems. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
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	The city of the vehicle inspection. The city is derived from the zip code of the inspection	

Measure	Definition	Formula
City	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 setup and maintained within CCC's systems. (Folder Path in CCC ONE Attributes\Inspection Location).	
Inspection Location State	The state of the vehicle inspection. State is derived from the zip code of the vehicle inspection location. (Folder Path in CCC ONE Attributes\Inspection Location).	
Inspection Location Street Address 1	The street address of the vehicle inspection as setup and maintained within CCC's system or as specified in the Pathways appraisal. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
Inspection Location Street Address 2	The street address of the vehicle inspection as setup and maintained within CCC's system or as specified in the Pathways appraisal. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
Inspection Location	The code of the Inspection Location before it is summarized for reporting in Intellisphere.	

Measure	Definition	Formula
Type	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 Prepaid Amt	Total dollars specified as prepaid by the insurer to the vehicle owner, i.e. the dollar amount that should be deducted from the total cost of repair to net the amount the repair facility should be paid directly by the insurer. For Pathways appraisals that predate version 4.1 or non-Pathways appraisals, this field will be set to 0. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Insurer Prepaid Claim Cnt	Total number of claims/appraisals where the total dollars for insurer prepaid amt is not equal to \$0. For Pathways appraisals that predate version 4.1 or non-Pathways appraisals, this field will be set to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Labor % of Total Repair Cost	Total labor dollars as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Total Labor Amt / Total Repair Cost

Measure	Definition	Formula
Labor Claim Cnt	Total number of claims/appraisals where the total dollars for repair and replace labor is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	
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).	
Last Estimate Assignment Sent to AsgnRetrieve Cnt	The total count of claims where the latest estimate assignment sent date was valid and preceeded a valid assignment retrieved date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to AsgnRetrieve Days	The total number of days between the date the latest estimate assignment was sent and the date the assignment was retrieved. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to AsgnRetrieve Days	Average number of days between the date the latest estimate assignment was sent and the date the assignment was retrieved. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Last Estimate Assignment Sent to AsgnRetrieve Days / Last Estimate Assign-

Measure	Definition	Formula
Avg		ment Sent to AsgnRetrieve Cnt
Last Estimate Assignment Sent to AsgnRetrieve Hrs	The total number of hours between the date the latest estimate assignment was sent and the date the assignment was retrieved. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to AsgnRetrieve Hrs Avg	Average number of hours between the date the latest estimate assignment was sent and the date the assignment was retrieved. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Last Estimate Assignment Sent to AsgnRetrieve Hrs / Last Estimate Assignment Sent to AsgnRetrieve Cnt
Last Estimate Assignment Sent to Estimate Sent % <= 12 Hrs	Count of claims where Last Estimate Assignment Sent to Estimate Sent Hrs is less than or equal to 12 hours as a percent of the total count of claims where the latest estimate assignment sent date is valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Last Estimate Assignment Sent to Estimate Sent <= 12 Hrs Cnt / Last Estimate Assignment Sent to EstSent Cnt
Last Estimate Assignment Sent to Estimate Sent % > 120 Hrs	Count of claims where Last Estimate Assignment Sent to Estimate Sent Hrs is greater than 120 hours as a percent of the total count of claims where the latest estimate assignment sent date is valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Last Estimate Assignment Sent to Estimate Sent > 120 Hrs Cnt / Last Estim- ate Assignment Sent to EstSent Cnt

Measure	Definition	Formula
Last Estimate Assignment Sent to Estimate Sent % 48-120 Hrs	Count of claims where Last Estimate Assignment Sent to Estimate Sent Hrs is greater than 48 hours and less than or equal to 120 hours as a percent of the total count of claims where the latest estimate assignment sent date is valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Last Estimate Assignment Sent to Estimate Sent 48-120 Hrs Cnt / Last Estimate Assignment Sent to EstSent Cnt
Last Estimate Assignment Sent to Estimate Sent % 12-48 Hrs	Count of claims where Last Estimate Assignment Sent to Estimate Sent Hrs is greater than 12 hours and less than or equal to 48 hours as a percent of the total count of claims where the latest estimate assignment sent date is valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Last Estimate Assignment Sent to Estimate Sent 12-48 Hrs Cnt / Last Estimate Assignment Sent to EstSent Cnt
Last Estimate Assignment Sent to Estimate Sent <= 12 Hrs Cnt	Count of claims where Last Estimate Assignment Sent to Estimate Sent Hrs is less than or equal to 12 hours. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to Estimate Sent > 120 Hrs Cnt	Count of claims where Last Estimate Assignment Sent to Estimate Sent Hrs is greater than 120 hours. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate	Count of claims where Last Estimate Assignment Sent to Estimate Sent Hrs is greater	

Measure	Definition	Formula
Assignment Sent to Estimate Sent 48-120 Hrs Cnt	than 48 hours and less than or equal to 120 hours. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to Estimate Sent 12-48 Hrs Cnt	Count of claims where Last Estimate Assignment Sent to Estimate Sent Hrs is greater than 12 hours and less than or equal to 48 hours. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to EstSent Cnt	The total count of claims where the latest estimate assignment was valid and preceeded a valid estimate sent date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to EstSent Days	The total number of days between the date the latest estimate assignment was sent and the date the estimate was uploaded (for Pathways appraisals) or EMS attached to the claim folder (for non-Pathways appraisals). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to EstSent Days Avg	Average number of days between the date the latest estimate assignment was sent to the date the estimate was uploaded (for Pathways appraisals) or EMS attached to the claim folder (for non-Pathways appraisals). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Last Estimate Assignment Sent to EstSent Days / Last Estimate Assignment Sent to EstSent Cnt

Measure	Definition	Formula
Last Estimate Assignment Sent to EstSent Hrs	The total number of hours between the date the latest estimate assignment was sent and the date the estimate was uploaded (for Pathways appraisals) or EMS attached to the claim folder (for non-Pathways appraisals). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Last Estimate Assignment Sent to EstSent Hrs Avg	Average number of hours between the date the latest estimate assignment was sent to the date the estimate was uploaded (for Pathways appraisals) or EMS attached to the claim folder (for non-Pathways appraisals). (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Last Estimate Assignment Sent to EstSent Hrs / Last Estimate Assignment Sent to EstSent Cnt
LastSupplComplete Date	The date the last supplement uploaded for a given claim was locked. This data is captured only for Pathways appraisals as the EMS data file does not include this date/time. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Appraiser Detail).	
LastSupplSent Date	The date the last supplement uploaded for a given claim was uploaded to Autoverse. This data is captured only for non-Pathways appraisals as the EMS data file does not include the LastSupplCompleteDate date/time stamp. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Appraiser Detail).	
Liability Avg Severity	The average severity of claims/appraisals where the loss category was "Liability". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	((Total Repair Cost - Betterment Amt + Allowance Amt) / Claim Cnt) where

Measure	Definition	Formula
		Loss Category = Liability
Liability Avg Total Cost of Repairs	The average total repair cost of claims/appraisals where the loss category was "Liability". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$((\text{Total Repair Cost}) / \text{Claim Cnt})$ where Loss Category = Liability
Light Truck % of Claim Vol	The count of claims/appraisals where the body category is Truck as a percent of the total claim cnt. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	$(\text{Claim Cnt where Vehicle Body Category} = \text{Truck}) / (\text{Claim Cnt where Type} = \text{Utility Vehicle, Car, Pickup, Van or Motorcycle})$
Loss to LossRpt Cnt	The total count of claims where a valid date of loss preceeds a valid loss reported date. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Loss to LossRpt Days	The total number of days from the date of loss to the date the loss was reported. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Loss to LossRpt Days Avg	Average number of days between the date of loss and the date the loss was reported. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	$\text{Loss to LossRpt Days} / \text{Loss to LossRpt Cnt}$
Loss Category	Loss Category is the type of coverage for a particular claim. Valid loss categories include: Collision Comprehensive Liability Other Unknown (Folder Path in CCC ONE Attributes\Claim).	

Measure	Definition	Formula
Loss Date	The date of loss for a given claim. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Appraiser Detail).	
Loss to EstStart Cnt	The total count of claims where a valid date of loss preceeds a valid date that the first line of the estimate was added to the appraisal. Note that this metric will be captured only for Pathways appraisals as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Loss to EstStart Days	The total number of days from the date of loss to the date the first line of the estimate was added to the appraisal. Note that this metric will be captured only for Pathways appraisals as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Loss to EstStart Days Avg	Average days from the date of loss to the date that the first line of the estimate was added. Note that this metric will be captured only for Pathways appraisals as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	$\frac{\text{Loss to EstStart Days}}{\text{Loss to EstStart Claim Cnt}}$
LossRpt Date	The date the loss was reported to the insurance company for a given claim.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Appraiser Detail).	
LossRpt to AsgnSent Cnt	The total count of claims where a valid loss reported date preceeds the date the assignment was sent. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
LossRpt to AsgnSent Days	The total number of days from the loss reported date to the date the assignment was sent to the appraiser. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
LossRpt to AsgnSent Days Avg	Average number of days between the date the loss was reported and the date the assignment was sent to the appraiser. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	LossRpt to AsgnSent Days / LossRpt to AsgnSent Cnt
LossRpt to EstComplete Cnt	The total count of claims where a valid date of loss reported preceeds the date the estimate was locked. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
LossRpt to EstComplete Days	The total number of days from the date the loss was reported to the date the estimate was locked. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
LossRpt to EstComplete	Average number of days between the date the loss was reported and the date the estimate was locked.	LossRpt to EstComplete Days / LossRpt to EstComplete Cnt

Measure	Definition	Formula
Complete Days Avg	ate was locked. Note that this metric will be captured only for Pathways appraisals, as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	Days / LossRpt to EstComplete Cnt
LossRpt to EstComplete Days Avg - Driveable	Avg number of days between the date the loss was reported and the date the estimate was locked where the vehicle was flagged as driveable. Note that this metric will be captured only for Pathways appraisals, as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	(LossRpt to EstComplete Days / LossRpt to EstComplete Cnt) where the Vehicle Driveable Flag = Driveable
LossRpt to EstComplete Days Avg - Non-Driveable	Avg number of days between the date the loss was reported and the date the estimate was locked where the vehicle was flagged as non-driveable. Note that this metric will be captured only for Pathways appraisals, as one of the dates necessary to calculate this metric is not available within the EMS for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	(LossRpt to EstComplete Days / LossRpt to EstComplete Cnt) where the Vehicle Driveable Flag = Non-Driveable
LossRpt to EstSent Cnt	The total count of claims with a valid date of loss report that precedes a valid date that the estimate was successfully attached to the Autoverse claim folder or uploaded through EZNet. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	

Measure	Definition	Formula
LossRpt to EstSent Days	The total number of days from the loss reported date to the date that the estimate was successfully attached to the Autoverse claim folder or uploaded through EZNet. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
LossRpt to EstSent Days Avg	Average number of days between the date the loss was reported and the date the estimate was uploaded to Autoverse or uploaded through EZNet. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	$\frac{\text{LossRpt to EstSent Days}}{\text{LossRpt to EstSent Cnt}}$
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).	
Make	Vehicle Make is the make as decoded from the VIN. (Folder Path in CCC ONE Attributes\Vehicle).	
Manager	The group of hierarchical attributes set up and maintained by CCC for a customer to mirror the hierarchy of managers within an insurance company built from the lowest level of appraiser up to overall company. (Folder Path in CCC ONE).	
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 Pon-	

Measure	Definition	Formula
	tiac, Chevrolet, etc. (Folder Path in CCC ONE Attributes\Vehicle).	
Max Paint Supply Amt	The maximum amount set as the threshold for the total dollars for paint supplies for that workfile. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Max Paint Supply Amt Used Cnt	The total number of claims/appraisals where the Maximum Paint Supply Amount was reached. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Mechanical Labor % of Total Repair Cost	Total dollars spent on Mechanical Labor as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	$\frac{\text{Mechanical Repair Amt} + \text{Mechanical Replace Amt}}{\text{Total Repair Cost}}$
Mechanical Labor Amt	Total dollars spent on Mechanical Labor, for all repair and replace operations. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	$\text{Mechanical Repair Amt} + \text{Mechanical Replace Amt}$
Mechanical Labor Claim Cnt	Total count of claims/appraisals where the Mechanical Labor Amt is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	
Mechanical Labor Hrs	Total number of labor hours for mechanical. Includes all hours where labor category = Mechanical.	$\text{Mechanical Repair Hrs} + \text{Mechanical Replace Hrs}$

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	
Mechanical Repair Amt	Total dollars for Mechanical Labor, where labor category = Mechanical, and labor operation = Repair or Align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	
Mechanical Repair Claim Cnt	Total count of claims where the dollars for labor with charge category equal to Mechanical and with labor operation = Repair or Align is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	
Mechanical Repair Hrs	Total labor hours for Mechanical Labor Category, where labor operation = Repair or Align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	
Mechanical Replace Amt	Total dollars for Mechanical Labor, where labor category = Mechanical, and labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	
Mechanical Replace Claim Cnt	Total count of claims where the dollars for labor with charge category equal to Mechanical and with labor operation = Replace, Section, R&I, Sublet, or None is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	

Measure	Definition	Formula
Mechanical Replace Hrs	Total labor hours for Mechanical Labor Category, where labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	
Method of Inspection	Method of inspection is a mapped value from MOI Appraiser Type, MOI Inspection Location, and Inspection Type. Because the base attributes are pulled from the last assignment before the estimate (if it exists, if not values are mapped from the estimate of record) this value is also comes from the last assignment before the estimate if available.	--
Mgmt 1 Level 1 Desc	A hierarchical attribute within the Manager hierarchy that indicates the top level of the manager hierarchy set up for a customer. Also included are Mgmt 1 Levels 2 through 7. (Folder Path in CCC ONE Attributes\Management Hierarchy).	
Mgmt 1 Lowest Level Desc	A hierarchical attribute within the Manager hierarchy that indicates the lowest level of the manager hierarchy set up for a customer. (Folder Path in CCC ONE Attributes\Management Hierarchy).	
Misc % of Total Repair Cost	Total dollars spent on miscellaneous items as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	Misc Amt / Total Repair Cost
Misc Amt	Total dollars for miscellaneous amounts. This includes any items where "Sublet" is the chosen labor operation, and the part type is "None". Also includes any non-towing, non-storage, or non-EPC charges entered as "Other Charges" in Pathways.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Model	The vehicle model name as specified the vehicle appraisal. (Folder Path in CCC ONE Attributes\Vehicle).	
MOI Appraiser Type	Appraiser type of the last assignment before the estimate if that record exists, if it does not exist the data is taken from the estimate of record. This is used to help calculate the Method of Inspection.	--
MOI Inspection Location	Inspection location of the last assignment before the estimate if that record exists, if it does not exist the data is taken from the estimate of record. This is used to help calculate the Method of Inspection.	--
Motorcycle % of Claim Cnt	The count of claims/appraisals where the vehicle type is motorcycle as a percent of the total claim cnt. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Type = Motorcycle) / (Claim Cnt where Type = Utility Vehicle, Car, Pickup, Van or Motorcycle)
National Industry	This is an attribute used to specify inclusion of National Industry on a report. (Folder Path in CCC ONE).	
Net Cost of Repair Amt	Net cost of repair after all adjustments for betterment, allowance, and deductible have been made. Equivalent to the Net Cost of Repairs on estimate print image.	Total Repair Cost + Allowance Amt – Betterment Amt – Deductible Amt

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Net Cost Of Repair Claim Cnt	Total count of claims where the Net Cost of Repair Amt is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Non-Catastrophe Avg Total Cost of Repairs	The average total repair cost of claims/appraisals where the claim is not flagged as related to a catastrophe. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	(Total Repair Cost / Claim Cnt) where Catastrophe Indicator = Non-Catastrophe
Non-Catastrophe Claim Cnt	Total number of claims/appraisals where the claim is not flagged as related to a catastrophe. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	Claim Cnt where Catastrophe Indicator = Non-Catastrophe
Non-Driveable % of Claim Cnt	The count of claims/appraisals where the vehicle is not driveable as a percent of the total claim cnt. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Driveable Flag = Driveable) / (Claim Cnt where Driveable Flag = Driveable or Non-Driveable)
Non-Driveable Avg Total Cost of Repairs	The average total repair cost of claims/appraisals where the vehicle is not driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	(Total Repair Cost / Claim Cnt) where Driveable Flag = Non-Driveable

Measure	Definition	Formula
Non-OEM % of Part Amt	Total dollars spent on non-OEM parts (aftermarket, reconditioned, recored, and recycled) as a percent of the total dollars spent on replaced parts. Please note that parts sourced from an OE Direct supplier will be treated as part type OEM, and not as a non-OEM part. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\frac{\text{Optional OEM Part Amt} + \text{RO Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt}}{\text{OEM Part Amt} + \text{Optional OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt}}$
Non-OEM Parts % of Total Repair Cost	Total dollars spent on non-OEM parts (aftermarket, reconditioned, recored, and recycled) as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\frac{\text{Optional OEM Part Amt} + \text{RO Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt}}{\text{Total Repair Cost}}$
Number of Lines in Appraisal	Total count of lines in the complete appraisal at its latest state. (Folder Path in CCC ONE Metrics\IMG\Collision Estimating\Appraiser Detail).	
Odometer Range	Condition attribute defined by the vehicle odometer specified for the loss vehicle in the appraisal. Values include: (Unknown) (1-20k miles) (20-40k miles) (40-60k miles) (60-80k miles) (80-100k miles) (100-120k miles) (120-140k miles) (140k+ miles) (Folder Path in CCC ONE Attributes\Condition).	
OEM % of Part Amt	Total dollars spent on OEM parts as a percent of the total dollars spent on replaced parts. Please note that parts sourced from OE Direct supplier will be treated as part type OEM.	$\frac{\text{OEM Part Amt}}{\text{OEM Part Amt} + \text{Optional OEM Part Amt}}$

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	$\text{Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt}$
OEM % of Part Count	Total count of OEM parts as a percent of the total number of replaced parts. Please note that parts sourced from OE Direct supplier will be treated as part type OEM. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	$\text{OEM Part Cnt} / (\text{OEM Part Cnt} + \text{Optional OEM Part Cnt} + \text{AM Part Cnt} + \text{Recycled Part Cnt} + \text{RO Part Cnt})$
OEM Claim Cnt	Total number of claims/appraisals where the OEM Part Amt is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	$\text{OEM Part Amt} = (\text{OEM List Part Amt} + \text{OEM MarkedUp Part Amt} + \text{OEM Discounted Part Amt})$
OEM Discount %	The average percentage discount subtracted from OEM parts where a discount was applied. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	$(\text{OEM Pre-Discounted Part Amt} - \text{OEM Discounted Part Amt}) / \text{OEM Pre-Discounted Part Amt}$
OEM Discount % of OEM Parts Amt	Total dollars discounted on OEM parts as a percent of the total dollars spent on OEM parts.	$\text{OEM Discount Amt} / \text{OEM Part Amt}$

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Farmers Only).	
OEM Discount Amt	The total dollar amount of variance for OEM parts between the manufacturer's list price for OEM parts and the discounted price for parts discounted from the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM Pre-Discounted Part Amt – OEM Discounted Part Amt
OEM Discounted Claim Cnt	Total number of claims/appraisals where the total dollars for replaced OEM parts purchased at a discount from the manufacturer's list price is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM Discounted Part Amt	Total dollars for replaced OEM parts purchased at a discount from the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM Discounted Part Cnt	Total number of replaced OEM parts purchased at a discount from the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM List Claim Cnt	Total number of claims/appraisals where the total dollars for replaced OEM parts purchased at manufacturer's list price is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	

Measure	Definition	Formula
OEM List Part Amt	Total dollars for replaced OEM parts purchased at manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM List Part Cnt	Total number of replaced OEM parts purchased at manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM MarkedUp Claim Cnt	Total number of claims/appraisals where the total dollars for replaced OEM parts purchased at a markup from the manufacturer's list price is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM MarkedUp Part Amt	Total dollars for replaced OEM parts purchased at a markup from the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM MarkedUp Part Cnt	Total number of replaced OEM parts purchased at a markup from the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM Markup %	The average percentage markup added to OEM parts where a markup was applied. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	$\frac{\text{OEM MarkedUp Part Amt} - \text{OEM PreMarkedUp Part Amt}}{\text{OEM PreMarkedUp Part Amt}}$

Measure	Definition	Formula
OEM Markup Amt	The total dollar amount of variance for OEM parts between the manufacturer's list price for OEM parts and the marked up price for parts marked up from the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM MarkedUp Part Amt - OEM PreMarkedUp Part Amt
OEM Part Amt	Total dollars for replaced OEM parts on completed estimates and supplements (equal to the sum of OEM List Part Amt + OEM MarkedUp Part Amt + OEM Discounted Part Amt). (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM Part Amt - Driveable	Total dollars for replaced OEM parts on completed estimates and supplements where the vehicle was flagged as driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM Part Amt where Vehicle Driveable Flag = Driveable
OEM Part Amt - Non-Driveable	Total dollars for replaced OEM parts on completed estimates and supplements where the vehicle was flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM Part Amt where Vehicle Driveable Flag = Non-Driveable
OEM Part Cnt	Total number of OEM parts replaced on completed estimates and supplements. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM List Part Cnt + OEM MarkedUp Part Cnt + OEM Discounted Part Cnt).
OEM Parts % of Total Repair Cost	Total dollars spent on OEM parts as a percent of the Total Cost of Repairs.	OEM Part Amt / Total Repair Cost

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM PreDis- counted Part Amt	Total pre-discount dollars for replaced OEM parts discounted from manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
OEM PreMarkedUp Part Amt	Total pre-markup dollars for replaced OEM parts marked-up from manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	
Optional OEM % of Part Amt	Total dollars spent on Optional OEM parts as a percent of the total dollars spent on replaced parts. Please note that parts sourced from an OE Direct supplier from the Optional OEM database in Pathways will be treated as part type OEM. (Folder Path in CCC ONE Metrics\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)
Optional OEM % of Part Cnt	Total count of Optional OEM parts as a percent of the total number of replaced parts. Please note that parts sourced from an OE Direct supplier from the Optional OEM database in Pathways will be treated as part type OEM. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Optional OEM Part Cnt / (OEM Part Cnt + Optional OEM Part Cnt + AM Part Cnt + Recycled Part Cnt + RO Part Cnt)
Optional OEM % of Total Repair Cost	Total dollars spent on Optional OEM parts as a percent of the Total Cost of Repairs. Please note that parts sourced from an OE Direct supplier from the Optional OEM data-	Optional OEM Part Amt / Total Repair Cost

Measure	Definition	Formula
	base in Pathways will be treated as part type OEM. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Optional OEM Claim Cnt	Total number of claims/appraisals where the Optional OEM Part Amt is not equal to \$0. Please note that parts sourced from an OE Direct supplier from the Optional OEM database in Pathways will be treated as part type OEM. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Optional OEM Comparable Part Amt	Total dollars for comparable Optional OEM parts at the manufacturer's list price for replaced optional OEMparts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Optional OEM Part Amt	Total dollars for replaced Optional OEM parts on completed estimates and supplements. Please note that parts sourced from an OE Direct supplier from the Optional OEM database in Pathways will be treated as part type OEM. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Optional OEM Part Amt - Driveable	Total dollars for replaced Optional OEM parts on completed estimates and supplements for only claims reports as Drivable. Please note that parts sourced from an OE Direct supplier from the Optional OEM database in Pathways will be treated as part type OEM. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	

Measure	Definition	Formula
Optional OEM Part Amt - Non Drive-able	Total dollars for replaced Optional OEM parts on completed estimates and supplements for only claims reports as Non Drivable. Please note that parts sourced from an OE Direct supplier from the Optional OEM database in Pathways will be treated as part type OEM. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Optional OEM Part Cnt	Total number of Optional OEM parts replaced on completed estimates and supplements. Please note that parts sourced from an OE Direct supplier from the Optional OEM database in Pathways will be treated as part type OEM. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Optional OEM Variance %	The average percentage saved through the use of Optional OEM parts versus comparable OEM parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	(Optional OEM Comparable Part Amt - Optional OEM Part Amt) / Optional OEM Comparable Part Amt
Optional OEM Variance Amt	The total dollar amount of variance between optional OEM parts and comparable OEM parts at the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Optional OEM Comparable Part Amt - Optional OEM Part Amt
Other % of Total Repair Cost	The percentage of total repair dollars not attributed to labor, parts, miscellaneous, towing, and storage. This will primarily represent any overall pretax discount and hazardous waste amount.	100% - (Sheet Metal Lbr % Total Repair Cost + Frame

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Other).	Lbr % Total Repair Cost + Mech Lbr % Total Repair Cost + Paint Lbr % Total Repair Cost + UserDef Lbr % Total Repair Cost + Paint Supplies % Total Repair Cost + OEM Parts % Total Repair Cost+ Optional OEM % Total Repair Cost + AM Parts % Total Repair Cost + Recycled % Total Repair Cost + RO Parts % Total Repair Cost + Towing % Total Repair Cost + Stor- age % Total Repair Cost + Misc % Total Repair Cost)
Other Discounts Amt	Total dollars for discounts on labor categories. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	
Other Discounts	Total number of claims/appraisals where the total dollars for discounts on labor cat-	

Measure	Definition	Formula
Claim Cnt	egories is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	
Paint Labor % of Total Repair Cost	Total dollars spent on Paint Labor as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	(Paint Repair Amt + Paint Replace Amt) / Total Repair Cost
Paint Labor Amt	Total dollars spent on paint labor, for all repair and replace operations. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	Paint Repair Amt + Paint Replace Amt
Paint Labor Claim Cnt	Total number of claims/appraisals where the total dollars for Paint Labor (Paint Repair Amt + Paint Replace Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	
Paint Labor Hrs	Total number of labor hours for paint labor.Includes all hours where labor category = paint. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	Paint Repair Hrs + Paint Replace Hrs
Paint Repair Amt	Equal to the total number of Paint Labor Hours associated with a repair operation multiplied by the designated paint labor rate. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	
Paint Repair Claim	Total count of claims where the dollars for labor with charge category equal to Refinish	

Measure	Definition	Formula
Cnt	and with labor operation = Replace, Section, R&I, Sublet, or None is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	
Paint Repair Hrs	Total Labor Hours for paint (Refinish or Refinish/Blend) Labor Category, where labor operation = Repair. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	
Paint Replace Amt	Equal to the total number of Paint Labor Hours associated with a replace operation multiplied by the designated paint labor rate. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	
Paint Replace Claim Cnt	Total count of claims where the dollars for labor with charge category equal to Refinish and with labor operation = Replace, Section, R&I, Sublet, or None is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	
Paint Replace Hrs	Total Labor Hours for paint (Refinish or Refinish/Blend) Labor Category, where labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	
Paint Supplies % of Total Repair Cost	Total dollars spent on paint supplies as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	Paint Supply Amt / Total Repair Cost
Paint Supply Amt	Total dollars for paint supplies. Equal to the sum of Paint Supply Repair Amt + Paint Sup-	

Measure	Definition	Formula
	ply Replace Amt where less than or equal to the Maximum Paint Supply Amt. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Paint Supply Claim Cnt	Total number of claims/appraisals where the Paint Supply Amt is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Paint Supply Hrs	Total number of labor hours for paint supply. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	Paint Supply Repair Hrs + Paint Supply Replace Hrs
Paint Supply Repair Amt	The total dollars for paint supplies associated with estimate lines where there is refinish time and the labor operation is repair or align. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Paint Supply Repair Hrs	Total labor hours for Paint Supply Labor Category, where labor operation = Repair.This number is essentially equal to Paint Repair Hrs. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Paint Supply Replace Amt	The total dollars for paint supplies associated with estimate lines where there is refinish time and the labor operation is replace, section, R&I, Sublet or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Paint Supply Replace Hrs	Total labor hours for Paint Supply Labor Category, where labor operation = Replace, Section, R&I, Sublet, or None.This number is essentially equal to Paint Replace Hrs.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Materials).	
Parts % of Total Repair Cost	Total dollars spent on replaced parts as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	$\frac{\text{OEM Part Amt} + \text{Optional OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt}}{\text{Total Repair Cost}}$
PDR Labor % of Total Labor Amt	Total dollars spent on paintless dent repair (PDR) as a percent of the total dollars spent on labor. Pathways appraisals that predate version 4.0 and non-Pathways appraisal will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	$\frac{\text{PDR Lbr Amt}}{\text{Total Labor Amt}}$
PDR Labor % of Total Repair Cost	Total dollars spent on paintless dent repair (PDR) as a percent of total cost of repair. Pathways appraisals that predate version 4.0 and non-Pathways appraisal will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	$\frac{\text{PDR Lbr Amt}}{\text{Total Repair Cost}}$
PDR Labor Amt	Total dollars spent on paintless dent repair (PDR). Pathways appraisals that predate version 4.0 and non-Pathways appraisal will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	
PDR Labor at Dis-	Total number of claims/appraisals that included paintless dent repair (PDR) labor entered	

Measure	Definition	Formula
count Claim Cnt	via the dollar method where a line-item discount was applied. Pathways appraisals that predate version 4.0 and non-Pathways appraisal will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	
PDR Labor at List Claim Cnt	Total number of claims/appraisals that included paintless dent repair (PDR) labor entered via the dollar method where no line-item discount or markup was applied. Pathways appraisals that predate version 4.0 and non-Pathways appraisal will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	
PDR Labor at Markup Claim Cnt	Total number of claims/appraisals that included paintless dent repair (PDR) labor entered via the dollar method where a line-item markup was applied. Pathways appraisals that predate version 4.0 and non-Pathways appraisal will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	
PDR Labor Claim Cnt	Total number of claims/appraisals where the dollars spent on paintless dent repair (PDR) labor is not equal to \$0. Pathways appraisals that predate version 4.0 and non-Pathways appraisal will always set this value to "0". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\PDR).	
Period	The Periods set of attributes include years, quarters, and months: The lowest period resolution that information will be displayed is at a monthly resolution. Data is updated as	

Measure	Definition	Formula
	soon as information for that month is loaded into the summary tables at the close of each week. Once data is received in a weekly load for the following month, Current Month will advance to next month. Updates to the management information are made weekly. CCC's Data Warehouse production cycle runs on the weekend. Once that production cycle is complete, all summary tables for Intellisphere will be updated so you can access the new data by close of business that following Monday. The actual date an estimate was locked (or sent to Autoverse in the case of non-Pathways appraisals (EstSentDate) where EstCompleteDate is not available in the EMS data file) is used to determine the month into which the data for that vehicle appraisal should fall. Supplements locked/sent at a later date are tied back to the month in which their corresponding estimate was locked/sent. Due to the receipt of supplements whose locked/sent date falls within a later month, you can expect to see some slight changes to prior months' data each time you run a report. For example, if a supplement locked/sent on February 2nd is sent to CCC for an estimate locked/sent on January 31st, the supplement data will be reported within the January statistics. (Folder Path in CCC ONE).	

Measure	Definition	Formula
Person ID	The login ID for staff appraisers or the CCC office id of repair facilities/independent appraisal companies of the "Appraiser" as included in the data element "Appraiser." "Person ID" is the equivalent to the second part of the "Appraiser" for the Manager hierarchy. (Folder Path in CCC ONE Attributes\Management Hierarchy).	
Person Name	The name of the "Appraiser" as included in the data element "Appraiser"."Person Name" is the equivalent to the first part of the "Appraiser" for the Manager hierarchy. (Folder Path in CCC ONE Attributes\Management Hierarchy).	
Policy Number	The policy number as entered within the appraisal administrative data. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
PreTax Amt	The total dollar amount of completed estimates and supplements before taxes and allowance amount are added in, and before betterments are subtracted. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Pretax Discount %	The percentage discount actually applied to completed estimates and supplements before sales taxes and allowances are applied. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\frac{\text{Pretax Discount Amt}}{\text{Pretax Amt}}$
Pretax Discount Amt	The overall discount dollar amount of completed estimates and supplements before taxes and allowances are added in, and before betterments are subtracted.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Pretax Discount Claim Cnt	The number of claims/appraisals that have an overall pretax discount amount applied to the completed estimate and/or supplement amount pre taxes and other allowances. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	
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).	
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,	

Measure	Definition	Formula
	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).	
Recycled % of Part Amt	Total dollars spent on recycled parts as a percent of the total dollars spent on replaced parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\frac{\text{Recycled Part Amt}}{(\text{OEM Part Amt} + \text{Optional OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt})}$
Recycled % of Part Count	Total count of recycled parts as a percent of the total number of replaced parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\frac{\text{Recycled Part Cnt}}{(\text{OEM Part Cnt} + \text{Optional OEM Part Cnt} + \text{AM Part Cnt} + \text{Recycled Part Cnt} + \text{RO Part Cnt})}$
Recycled Claim Cnt	Total number of claims/appraisals where the total dollars for replaced recycled parts (Recycled Part Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Recycled Notif Acceptance %	Number of times an appraiser purchased a recycled part as a percentage of the number of times he/she was notified of the availability of a recycled part (via RPS). Non-Pathways appraisal will always set this value to "0" as this data is not available in the EMS.	$\frac{\text{Recycled Part Notif Used Cnt}}{\text{Recycled Part Notif Cnt}}$

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Recycled Part Amt	Total dollars for replaced recycled (LKQ) parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Recycled Part Amt - Driveable	Total dollars for replaced recycled (LKQ) parts where the vehicle was flagged as driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Recycled Part Amt where Vehicle Driveable Flag = Driveable
Recycled Part Amt - Non- Driveable	Total dollars for replaced recycled (LKQ) parts where the vehicle was flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Recycled Part Amt where Vehicle Driveable Flag = Non-Driveable
Recycled Part Cnt	Total number of used or salvaged (LKQ) parts that were replaced in completed estimates and supplements. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Recycled Part Notif Cnt	The total number of times the appraiser was notified of the availability of a recycled part (via RPS). Non-Pathways appraisal will always set this value to "0" as this data is not available in the EMS. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Recycled Part Notif	The total number of times the appraiser inserted the recycled part into the estimate or	

Measure	Definition	Formula
Used Cnt	supplement when notified of the availability of a recycled part. Non-Pathways appraisal will always set this value to "0" as this data is not available in the EMS. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Recycled Parts % of Total Repair Cost	Total dollars spent on recycled parts as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Recycled Part Amt / Total Repair Cost
Related Prior Damage Amt	Total dollars for related prior damage. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	
Related Prior Damage Claim Cnt	Total number of claims/appraisals where the related prior damage amt is not equal to zero. Used as denominator to determine average related prior damage amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Adjustments).	
Repair % of Frame Labor Amt	Total dollars for frame repair labor operations as a percent of the total dollars spent on frame labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	Frame Repair Amt / (Frame Repair Amt + Frame Replace Amt)
Repair % of Mechanical Labor Amt	Total dollars for mechanical repair labor operations as a percent of the total dollars spent on mechanical labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	Mechanical Repair Amt / (Mechanical Repair Amt + Mechanical Replace Amt)
Repair % of Paint	Total dollars for paint repair labor operations as a percent of the total dollars spent on	Paint Repair Amt / (Paint

Measure	Definition	Formula
Labor Amt	sheet metal labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	Repair Amt + Paint Replace Amt)
Repair % of Sheet Metal Labor Amt	Total dollars for sheet metal repair labor operations as a percent of the total dollars spent on sheet metal labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	Sheet Metal Repair Amt / (Sheet Metal Repair Amt + Sheet Metal Replace Amt)
Repair % of Total Labor Amt	Total dollars for repair labor as a percent of the total dollars for labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Repair Labor Amt / Total Labor Amt
Repair Cost % of Regional Value	Total cost of the repair as a percentage of the Regional Value amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Total Repair Cost / CCC Regional Value Amt
Repair Cost % of Regional Value Range	This attribute refers to the range of repair cost as a percent of the regional value amount. Values include: Repair Cost is greater than 0 and less than 30% of the Regional Value Repair Cost is between 30 and 50% of the Regional Value of the vehicle Repair Cost is between 50 and 70% of the Regional Value of the vehicle Repair Cost is between 70 and 75% of the Regional Value of the vehicle Repair Cost is between 75 and 80% of the Regional Value of the vehicle Repair Cost is equal to 80% or more than the Regional Value of the vehicle Unknown or a repair cost of \$0 (Folder Path in CCC ONE Attributes\Claim Detail).	

Measure	Definition	Formula
Repair Days	The total count of repair days as entered within the "Repair Days" field within Pathways. This field is always set to 0 for Pathways appraisals that predate version 4.0 and for non-Pathways appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
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\Collision Estimating).	
Repair Facility State Code	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\IMG\Collision Estimating).	
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\Collision Estimating).	
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\IMG\Collision Estimating).	
Repair Labor Amt	Total dollars spent on repair (repair and align) labor across all labor categories.	Frame Repair Amt + Mech-

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	anical Repair Amt + Sheet Metal Repair Amt + Paint Repair Amt + User1Def Repair Amt + User2Def Repair Amt + PDR Lbr Amt
Repair Labor Claim Cnt	Total number of claims/appraisals where total dollars for repair labor (Sheet Metal Repair Amt + Mechanical Repair Amt + Frame Repair Amt + Paint Repair Amt + User-1Def Repair Amt + User2Def Repair Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	
Repair Labor Hrs	Total number of labor hours where labor operation = repair (repair and align). (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Frame Repair Hrs + Mechanical Repair Hrs + Sheet Metal Repair Hrs + Paint Repair Hrs + User1Def Repair Hrs + User2Def Repair Hrs
Repairable	Repairable is an attribute that includes all claims/appraisals NOT tagged as non-repairable or Total Loss vehicles. This attribute applies only to Collision Estimating data. For staff appraisals generated using Pathways, the repairable status of a vehicle is based on the data entered on the Settlement page within the Summary tab of Pathways.	

Measure	Definition	Formula
	Repairables include any claims/appraisals where Type = Repairable or Borderline. All claims/appraisals where Type is unknown are categorized as Unknown Repairable. For non-staff versions of Pathways and EMS data from non-Pathways appraisals, a vehicle is tagged as a Total Loss if the Pathways Settlement Type field is left blank and the primary or secondary points of impact are tagged as Total Loss or Total Burn. (Folder Path in CCC ONE).	
Replace % of Frame Labor Amt	Total dollars for frame replace labor operations as a percent of the total dollars spent on Frame Labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	$\text{Frame Replace Amt} / (\text{Frame Repair Amt} + \text{Frame Replace Amt})$
Replace % of Mechanical Labor Amt	Total dollars for mechanical replace labor operations as a percent of the total dollars spent on Mechanical Labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Mechanical).	$\text{Mechanical Replace Amt} / (\text{Mechanical Repair Amt} + \text{Mechanical Replace Amt})$
Replace % of Paint Labor Amt	Total dollars for paint replace labor operations as a percent of the total dollars spent on Paint Labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Paint).	$\text{Paint Replace Amt} / (\text{Paint Repair Amt} + \text{Paint Replace Amt})$
Replace % of Sheet Metal Labor Amt	Total dollars for sheet metal replace labor operations as a percent of the total dollars spent on sheet metal labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	$\text{Sheet Metal Replace Amt} / (\text{Sheet Metal Repair Amt} + \text{Sheet Metal Replace Amt})$

Measure	Definition	Formula
Replace % of Total Labor Amt	Total dollars for replace labor as a percent of the total dollars for labor. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Replace Labor Amt / Total Labor Amt
Replace Labor Amt	Total dollars spent on replace (replace, section, R&I, sublet, and none) labor across all labor categories. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Frame Replace Amt + Mechanical Replace Amt + Sheet Metal Replace Amt + Paint Replace Amt + User1Def Replace Amt + User2Def Replace Amt
Replace Labor Claim Cnt	Total number of claims/appraisals where total dollars for replace labor (Sheet Metal Replace Amt + Mechanical Replace Amt + Frame Replace Amt + Paint Replace Amt + User1Def Replace Amt + User2Def Replace Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	
Replace Labor Hrs	Total number of labor hours where labor operation = replace (replace, R&I, section, sublet, none). (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Frame Replace Hrs + Mechanical Replace Hrs + Sheet Metal Replace Hrs + Paint Replace Hrs + User- 1Def Replace Hrs + User- 2Def Replace Hrs
RO % of Part Amt	Total dollars spent on reconditioned/recored parts as a percent of the total dollars spent	RO Part Amt / (OEM Part

Measure	Definition	Formula
	on replaced parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)
RO % of Part Count	Total number of replaced reconditioned parts as a percent of the total count of all replaced parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RO Part Cnt / (OEM Part Cnt + Optional OEM Part Cnt + AM Part Cnt + Recycled Part Cnt + RO Part Cnt
RO Part Amt	Total dollars for replaced reconditioned/recored parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
RO Part Amt - Driveable	Total dollars for replaced reconditioned/recored parts where the vehicle was flagged as driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RO Part Amt where Vehicle Driveable Flag = Driveable
RO Part Amt - Non-Driveable	Total dollars for replaced reconditioned/recored parts where the vehicle was flagged as non-driveable. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RO Part Amt where Vehicle Driveable Flag = Non-Driveable
RO Part Cnt	Total number of reconditioned/ recored parts replaced in completed estimates and sup-	

Measure	Definition	Formula
	plements. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
RO Claim Cnt	Total number of claims/appraisals where the total dollars for reconditioned/recored parts (RO Part Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
RO Comparable Part Amt	Total dollars for comparable OEM parts at the manufacturer's list price for replaced reconditioned/recored parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
RO Parts % of Total Repair Cost	Total dollars spent on reconditioned/other parts as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RO Part Amt / Total Repair Cost
RO Variance %	The average percentage saved through the use of reconditioned/recored parts versus the OEM comparable parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	(RO Comparable Part Amt – RO Part Amt) / RO Comparable Part Amt
RO Variance Amt	The total dollar amount of variance between reconditioned/recored parts and comparable OEM parts at the manufacturer's list price. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	RO Comparable Part Amt - RO Part Amt

Measure	Definition	Formula
RPS % of Part Amt	Total dollars spent on Recycled parts sourced by CCC as a percent of the total dollars spent on replaced parts. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\text{RPS Part Amt} / (\text{OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt} + \text{Opt OEM Part Amt})$
RPS Part Amt	Total dollars for recycled parts sourced using RPS. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
RPS Claim Cnt	Total number of claims/appraisals where the total dollars for recycled parts sourced using RPS (RPS Part Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
RPS Part Cnt	Total count of replaced recycled parts sourced using RPS. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Same Day Assignment Sent to EstSent Cnt	Count of claims where the date of the original estimate assignment sent is the same as the date the estimate was sent, not accounting for time. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Same Day Last Estimate Assignment Sent to	Count of claims where the date of the latest estimate assignment sent is the same as the date the estimate was sent, not accounting for time.	

Measure	Definition	Formula
EstSent Cnt	(Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Secondary Impact Point	A selection option when creating your own report that provides specific detail on claim-s/appraisals broken out by primary point of impact. 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).	
Sheet Metal Claim Cnt	Total number of claims/appraisals where total dollars for sheet metal labor (Sheet Metal Repair Amt + Sheet Metal Replace Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	
Sheet Metal Labor % of Total Repair Cost	Total dollars spent on sheet metal labor as a percent of the Total Cost of Repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	(Sheet Metal Repair Amt + Sheet Metal Replace Amt) / Total Repair Cost
Sheet Metal Labor Amt	Total dollars spent on sheet metal labor, for all repair and replace operations. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	Sheet Metal Repair Amt + Sheet Metal Replace Amt
Sheet Metal Labor	Total number of labor hours for sheet metal (body) labor. Includes all hours where labor	Sheet Metal Repair Hrs +

Measure	Definition	Formula
Hrs	category = Body. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	Sheet Metal Replace Hrs
Sheet Metal Repair Amt	Total dollars for sheet metal (body) labor, where labor category = Sheet Metal (body), and labor operation = Repair or Align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	
Sheet Metal Repair Amt % of Total Repair Cost	Total dollars for sheet metal repair labor as a percent of the total cost of repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	Sheet Metal Repair Amt / Total Repair Cost.
Sheet Metal Repair Claim Cnt	Total count of claims where the dollars for labor with charge category equal to Body and with labor operation = Repair or Align is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	
Sheet Metal Repair Hrs	Total labor hours for sheet metal (Body) Labor Category, where labor operation = Repair or Align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	
Sheet Metal Replace Amt	Total dollars for sheet metal (body) labor, where labor category = Sheet Metal (body), and labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	

Measure	Definition	Formula
Sheet Metal Replace Claim Cnt	Total count of claims where the dollars for labor with charge category equal to Body and with labor operation = Replace, Section, R&I, Sublet, or None is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	
Sheet Metal Replace Hrs	Total labor hours for sheet metal (Body) Labor Category, where labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	
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).	
Staff Appraiser	Selection of this option within the Appraisal Source prompt will filter data to include only those claims/appraisals with an internal assignment type (i.e., Collision Estimating claim-s/appraisals generated by an insurance staff appraiser). (Folder Path in CCC ONE).	
Storage % of Total Repair Cost	Total dollars for storage as a percent of the total cost of repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	Storage Amt / Total Repair Cost

Measure	Definition	Formula
Storage Amt	Total dollars for storage. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Storage Claim Cnt	The total number of claims/appraisals where the Storage Amt is not equal to \$0. Used as denominator to determine average storage amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Storage Days	The total count of storage days entered into Pathways admin. For non-Pathways appraisals this field will be set to 0. (Folder Path in CCC ONE Metrics\Collision Estimating\Cycle Time).	
Supplement % of Claim Cnt	Count of supplements as a percent of the total count of estimates. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	Supplement Cnt / Claim Cnt
Supplement % of Total Repair Cost	Supplement dollars as a percent of the total dollars for appraisals. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Supplement Amt / Total Repair Cost
Supplement Amt	Total dollars for supplements written by the appraiser either on his/her own original estimates or on other appraisers' original estimates. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Supplement Appraiser Diff Cnt	Total number of supplements where the appraiser for the original estimate is different than the appraiser for the supplement. (At the individual file level, the value is 0 or 1.	

Measure	Definition	Formula
	Value=1 indicates that appraiser writing supplement is different than for the original estimate. Value=0 if the appraiser is the same for both estimate and supplement.) Note that all data for a vehicle appraisal will be tied back to the appraiser generating the original estimate of record. This metric can be used to determine what count of the supplements generated for given appraiser's estimates are generated by a different appraiser. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Supplement Cnt	The count of supplements generated on that appraisers' estimates, regardless of whether he/she generated the supplements or not. This same metric is available on the "Supplement Analysis Report" - and represents a slightly different value - here it is the count of supplements generated by the 'File Appraiser' regardless of whether he/she generated the original estimate. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
SUV % of Claim Vol	The count of claims/appraisals where the vehicle type is SUV as a percent of the total claim cnt. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Vehicle Type = SUV) / (Claim Cnt where Type = Utility Vehicle, Car, Pickup, Van or Motorcycle)
Tax % of Total	Tax dollars as a percent of the total dollars for appraisals.	Tax Amt / Total Repair

Measure	Definition	Formula
Repair Cost	(Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Cost
Tax Amt	The total dollar amount for taxes on completed estimates and supplements. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Tire Claim Cnt	The total count of claims where the "Tire Part Amt" is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Tire Part Amt	The total dollars for parts entered with part type = TIRE. These TIRE parts are included in the overall AM Part Amt. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Tire Part Cnt	The total count of parts entered with part type = TIRE. These TIRE parts are included in the overall AM Part Cnt. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	
Total Labor Amt	Total dollars spent on repair and replace labor operations across all labor categories. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Repair Labor Amt + Replace Labor Amt
Total Labor Hrs	Total number of labor hours for all labor categories. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Repair Labor Hrs + Replace Labor Hrs
Total Loss Appraisal Cnt	The total count of appraisals where the Vehicle Conditions = Total Loss.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Total Loss Threshold %	The Total Loss Threshold Percentage is set by Insurers within the Pathways profile. It is used to determine the point at which the repair cost of the appraised vehicle has reached the upper limits of the CCC Regional Value Amt. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Total Loss Threshold Amt	The Total Loss Threshold Amt indicates the point at which the repair cost has reached the threshold (set by the threshold percentage in the Pathways profile) of the CCC Regional Value Amt. The Total Loss Threshold Exceeded Indicator is triggered when Total Repair Cost exceeds the Total Loss Threshold Amt. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Total Loss Threshold Amt is calculated in Pathways as: CCC Regional Value Amt X Total Loss Threshold %
Total Loss Threshold Claim Cnt	The number of claims/appraisals that have a Total Loss Threshold Amount greater than \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Total Loss Threshold Exceeded Claim Cnt	Total number of claims/appraisals whose repair costs have exceeded the Total Loss Threshold Amt. (Folder Path in CCC ONE Attributes\Claim Detail).	
Total Loss Threshold Exceeded	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	

Measure	Definition	Formula
Indicator	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 of All Appraisers	A drillable attribute that can be included on a report to support drilling to the individual appraiser once the report results have been returned. (Folder Path in CCC ONE Attributes\Appraiser\Audit File Level).	
Total Part Amt	Total dollars spent on replaced parts in completed estimates and supplements. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt
Total Part Cnt	Total number of replaced parts included in completed estimates and supplements. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	OEM Part Cnt + Optional OEM Part Cnt+ AM Part Cnt + Recycled Part Cnt + RO Part Cnt
Total Repair Cost	This is the sum of PreTax Amt + Tax Amt.Equivalent to the Total Cost of Repairs on the print image. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Total Repair Cost	Average cost per estimate, including all PreTax and tax dollars, prior to adjustments for	Estimate Amt / Claim Cnt

Measure	Definition	Formula
per Estimate	betterment, allowance, and deductible. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	
Total Repair Cost per Supplement	Average cost per supplement, including all PreTax and tax dollars, prior to adjustments for betterment, allowance, and deductible. (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Supplement Amt / Supplement Cnt
Towing % of Total Repair Cost	Total dollars for towing as a percent of the total cost of repairs. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Towing Amt	Total dollars for towing. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Towing Claim Cnt	The total number of claims/appraisals where the Towing Amt is not equal to \$0. Used as denominator to determine average towing amount. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
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.	

Measure	Definition	Formula
	(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. (Folder Path in CCC ONE Attributes\Underwriting Company).	
Unknown Repairable	Includes all claims/appraisals not tagged as Repairable or Total Loss vehicles. This attribute applies only to Collision Estimating data. (Folder Path in CCC ONE).	
User1Def Claim Cnt	The total count of claims where the User1Def Labor Amt is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
User1Def Labor Amt	Total dollars for labor where labor category = User-Defined Labor Categories 1-4. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	User1Def Repair Amt + User1Def Replace Amt
User1Def Labor Hrs	Total number of labor hours where labor category = User-defined Labor Categories 1-4. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	User1Def Repair Hrs + User1Def Replace Hrs
User1Def Repair Amt	Total dollars for User1Defined labor, where labor category = User-defined Labor 1-4 and labor operation = Repair or Align.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
User1Def Repair Hrs	Total number of labor hours where labor operation = Repair or Align where labor category is User-defined Labor Categories 1-4. (Folder Path in CCC ONE).	
User1Def Replace Amt	Total dollars for User1Defined labor, where labor category = User-defined Labor 1-4 and labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
User1Def Replace Hrs	Total number of labor hours where labor operation = Replace, Section, R&I, Sublet, or None where labor category is User-defined Labor Categories 1-4. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
User2Def Claim Cnt	Total count of claims where the User2Def Labor Amt < > \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
User2Def Labor Amt	Total dollars for labor where labor category = User-Defined Labor Categories 1-4. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	User2Def Repair Amt + User2Def Replace Amt
User2Def Labor Hrs	Total number of labor hours where labor category = Structural, Electrical, Diagnostic, or Glass. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	User2Def Repair Hrs + User2Def Replace Hrs

Measure	Definition	Formula
User2Def Repair Amt	Total dollars for User2Defined labor, where labor category = Structural, Electrical, Diagnostic, or Glass and labor operation = Repair or Align. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
User2Def Repair Hrs	Total number of labor hours for User2Defined labor, where labor operation = Repair or Align where labor category is Structural, Electrical, Diagnostic, or Glass. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
User2Def Replace Amt	Total dollars for User1Defined labor, where labor category = Structural, Electrical, Diagnostic, or Glass and labor operation = Replace, Section, R&I, Sublet, or None. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
User2Def Replace Hrs	Total number of labor hours for User2 Defined where labor operation = Replace, Section, R&I, Sublet, or None where labor category is Structural, Electrical, Diagnostic, or Glass. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
UserDef Claim Cnt	Total number of claims/appraisals where total dollars for user-defined labor (User1Def Repair Amt + User1Def Replace Amt + User2Def Repair Amt + User2Def Replace Amt) is not equal to \$0. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	
UserDef Labor % of	Total dollars spent on user-defined labor as a percent of the Total Cost of Repairs.	(User1Def Repair Amt +

Measure	Definition	Formula
Total Repair Cost	defined labor includes labor categories of structural, electrical, diagnostic, glass, and User-Defined Categories 1 to 4. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	User1Def Replace Amt + User2Def Repair Amt + User2Def Replace Amt) / Total Repair Cost
UserDef Labor Amt	Total dollars spent on labor for categories of User1 Defined (includes structural, electrical, diagnostic, glass) and User2 Defined (includes User-defined Labor Categories 1-4). (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	User1Def Repair Amt + User1Def Replace Amt + User2Def Repair Amt + User2Def Replace Amt
UserDef Labor Hrs	Total number of labor hours for user-defined labor. Includes hours where labor category = Structural, Diagnostic, Electrical, Glass, User-defined 1-4. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\User-Defined).	User1Def Repair Hrs + User1Def Replace Hrs + User2Def Repair Hrs + User2Def Replace Hrs
Vehicle	This folder includes such attributes as Sources, Manufacturers, Makes, Body Categories, Types, and Body Styles. (Folder Path in CCC ONE #N\A).	
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.	

Measure	Definition	Formula
	(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	Total count of appraisals where the vehicle model year was valid. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Vehicle Condition	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 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	

Measure	Definition	Formula
	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).	
Vehicle Driveable Flag	The Vehicle 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).	
Vehicle License	The license number for the loss vehicle as specified in the appraisal. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	

Measure	Definition	Formula
Vehicle Odometer	The sum of all individual vehicle odometers. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Vehicle Odometer Avg	The average mileage per vehicle. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Vehicle Odometer Claim Cnt	The total number of claims/appraisals where the vehicle odometer is not null. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
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 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\IMG\Collision Estimating).	
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 First Name	The first name of the vehicle owner as specified in the appraisal.	

Measure	Definition	Formula
	(Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
Vehicle Owner Last Name	The last name of the vehicle owner as specified in the appraisal. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
Vehicle Owner State	The state for the vehicle owner. The state is derived from the zip code of the vehicle owner. (Folder Path in CCC ONE Attributes\Location).	
Vehicle Owner State Code	The state code for the vehicle owner as specified in the appraisal. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
Vehicle Owner Street Address	The street address for the vehicle owner as specified in the appraisal. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
Vehicle Owner Zip Code	The zip code for the vehicle owner as specified in the appraisal. (Folder Path in CCC ONE Attributes\IMG\Collision Estimating).	
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\Collision Estimating).	

Measure	Definition	Formula
Vehicle Year Avg	Average vehicle model year. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	Vehicle Year / Vehicle Cnt
Vehicle Year Num	The vehicle model year for the loss vehicle as specified on the appraisal. (Folder Path in CCC ONE Metrics\Collision Estimating\Other).	
Year Ago % of Claims flagged Total Loss	Count of claims/appraisals that were flagged as total loss as a percent of the total volume of claims/appraisals for the year ago period specified – i.e. if the period on the report is “May 2004”, the “Year Ago..” metric would provide the results for “May 2003”. (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	(Claim Cnt where Vehicle Conditions = Total Loss) / (Claim Cnt of All Vehicle Conditions)
Year Ago AM % of Part Amt	Total dollars spent on aftermarket (AM) parts as a percent of the total dollars spent on replaced parts for the year ago period specified – i.e. if the period on the report is “May 2004”, the “Year Ago..” metric would provide the results for “May 2003”. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	AM Part Amt / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)
Year Ago Avg # of Parts Replaced per Claim	Average number of parts replaced per claim for the year ago period specified – i.e. if the period on the report is “May 2004”, the “Year Ago..” metric would provide the results for “May 2003”. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts).	(OEM Part Cnt + Optional OEM Part Cnt + AM Part Cnt + Recycled Part Cnt + RO Part Cnt) / Claim Cnt
Year Ago Avg	Average number of labor hours per claim for the year ago period specified – i.e. if the	Total Labor Hours / Claim

Measure	Definition	Formula
Labor Hrs per Claim	period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Cnt
Year Ago Avg Severity	Average cost per claim, including all estimate and supplement dollars, all allowance amounts, and excluding betterment amounts for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	$\frac{\text{Total Repair Cost} + \text{Allowance Amt} - \text{Betterment Amt}}{\text{Claim Cnt}}$
Year Ago Avg Total Cost of Repairs	Average cost per claim, including all estimate and supplement dollars for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	Total Repair Cost / Claim Cnt
Year Ago Claim Cnt	Total number of appraisals generated for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Year Ago Claim With Supplement	The count of claims/appraisals where at least one supplement was generated from the original estimate of record for the year ago period specified – i.e. if the period on the	

Measure	Definition	Formula
Cnt	report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Year Ago Light Truck % of Claim Vol	(Claim Cnt where Vehicle Body Category = Truck) / (Claim Cnt where Type = Utility Vehicle, Car, Pickup, Van or Motorcycle) for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Year Ago Non-OEM % of Part Amt	Total dollars spent on non-OEM parts (aftermarket, reconditioned, recored, and recycled) as a percent of the total dollars spent on replaced parts for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	(Optional OEM Part Amt + RO Part Amt + AM Part Amt + Recycled Part Amt) / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)
Year Ago OEM % of Part Amt	Total dollars spent on OEM parts as a percent of the total dollars spent on replaced parts for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\OEM).	OEM Part Amt / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)

Measure	Definition	Formula
Year Ago Optional OEM % of Part Amt	Total dollars spent on Optional OEM parts as a percent of the total dollars spent on replaced parts for the year ago period specified – i.e. if the period on the report is “May 2004”, the “Year Ago..” metric would provide the results for “May 2003”. (Folder Path in CCC ONE Metrics\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)
Year Ago Recycled % of Part Amt	Total dollars spent on recycled parts as a percent of the total dollars spent on replaced parts for the year ago period specified – i.e. if the period on the report is “May 2004”, the “Year Ago..” metric would provide the results for “May 2003”. (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	Recycled Part Amt / (OEM Part Amt + Optional OEM Part Amt + AM Part Amt + Recycled Part Amt + RO Part Amt)
Year Ago Repair % of Frame Labor Amt	Total dollars for frame repair labor operations as a percent of the total dollars spent on frame labor for the year ago period specified – i.e. if the period on the report is “May 2004”, the “Year Ago..” metric would provide the results for “May 2003”. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Frame).	Frame Repair Amt / (Frame Repair Amt + Frame Replace Amt)
Year Ago Repair % of Sheet Metal Labor Amt	Total dollars for sheet metal replace labor operations as a percent of the total dollars spent on sheet metal labor for the year ago period specified – i.e. if the period on the report is “May 2004”, the “Year Ago..” metric would provide the results for “May 2003”. (Folder Path in CCC ONE Metrics\Collision Estimating\Labor\Sheet Metal).	Sheet Metal Replace Amt / (Sheet Metal Repair Amt + Sheet Metal Replace Amt)
Year Ago Repair %	Total dollars for replace labor as a percent of the total dollars for labor for the year ago	Replace Labor Amt / Total

Measure	Definition	Formula
of Total Labor Amt	period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Labor).	Labor Amt
Year Ago RO % of Part Amt	Total dollars spent on reconditioned/recored parts as a percent of the total dollars spent on replaced parts for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Parts\Non-OEM).	$\text{RO Part Amt} / (\text{OEM Part Amt} + \text{Optional OEM Part Amt} + \text{AM Part Amt} + \text{Recycled Part Amt} + \text{RO Part Amt})$
Year Ago Supplement Cnt	Total number of supplements generated by the appraiser either on his/her own original estimates or on other appraisers' original estimates for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Productivity).	
Year Ago Total Repair Cost	This is the sum of PreTax Amt + Tax Amt. Equivalent to the Total Cost of Repairs on the print image for the year ago period specified – i.e. if the period on the report is "May 2004", the "Year Ago.." metric would provide the results for "May 2003". (Folder Path in CCC ONE Metrics\Collision Estimating\Severity).	