

## NEWS

- ▶ Front Page
- ▶ Older Headlines
- ▶ Past Features
- ▶ Items of Note
- ▶ Industry Calendar
- ▶ Search News

## USER LINKS

- ▶ Log In
- ▶ Log Off
- ▶ Register
- ▶ Subscribe
- ▶ Renew Subscription
- ▶ My Account

## HELP & INFO

- ▶ About Us
- ▶ Privacy Policy
- ▶ Contact Info

? Help & Frequently Asked Questions

# CollisionWeek

Your Global Source for Collision Repair Industry News, Statistics, and Trend Analysis

Friday, 17 Nov 2006

## CREW Webcast Shares Live-Poll Results

On November 16th, Fix Auto hosted their second Collision Repair Executive Webcast (CREW) which aired with special guest Beryl Carlew who shared the results of his firm's research on DRP programs. The research set out to identify specific areas for improvement in the current DRP process and included 386 shop owners representing more than 700 collision repair centers, and \$1.7B in sales.

During the few minutes leading up to the start of the webcast, call participants responded to a live-poll, answering a series of questions that related to the topic of DRP programs, as well as more general topics. The participants represented hundreds of collision repair organizations, independent shops, and representatives of paint companies, rental car firms, insurance companies, after-market and other industry fields.

The results of the poll showed that almost 60 percent of those participating in survey believed that their business would improve more than 10 percent next year on a revenue basis.

When asked how many had ever made the decision to not participate in an insurance company's performance-based direct repair program, only about 25 percent had answered yes.

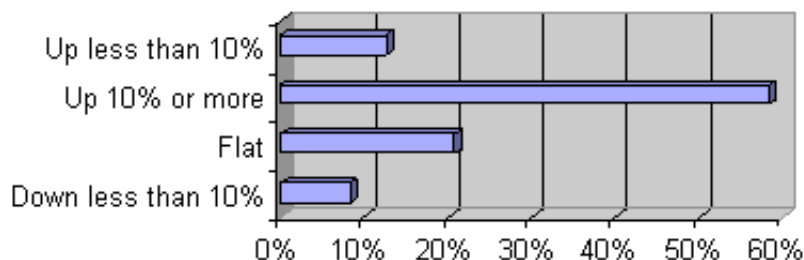
When asked how many had ever been removed from an insurer's performance-based DRP program, more than half (about 54 percent) had answered yes.



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### Poll Question: What is you revenue outlook for 2007 for you business?



Matthew Ohrnstein of Symphony Advisors and Vincent Romans of

the Romans Group produce and present the monthly, one-hour CREW meeting. Fix Auto will be hosting CREW on the third Thursday of every month at 11am Pacific Time. The webcasts will be free until the end of the year.

The next CREW will be Thursday, December 21st with special guest Roger Wright, Vice President Claims, AIG Personal Lines. To sign-up e-mail [crew@fixauto.com](mailto:crew@fixauto.com) or call 714-279-2023.

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