



Date: Year - Month - Day

To: Facility Name

From: MD Account Services

Re: Glass Repair Program Scorecard Report

Date (Month - Year) Glass Repair Program Scorecard



Date (Month - Year) Scorecard at a Glance

Index Score: **750 / 1000**

Region Average Index Score: **535 / 1000**

Overall Rank: **10 of 36**



Date (Month - Year) Scorecard In Detail

Cost Control (750 / 1000 Index Points)

Month - Year
Single Month Only

Month - Year
12 Month Rolling*

Trend Line
12 Month Rolling***

KPI Rank
12 Month Rolling*

Region Avg.
12 Month Rolling*

Top 25% Avg.
12 Month Rolling*

Windshield Repair Ratio

45.28%

36.11%

10 of 36

27.98%

41.35%

(Results in the Year - Month column are shown in **Red** when performing lower than the regional average and **Green** when performing higher than the region average)

Glass Rebate Information

Tier 1 Accumulated Rebate

\$1,289.40

\$12,740.31

Rebate Eligibility: Only participants at, or above 35% repair ratio at the end of the measurement period will be eligible for rebate payments. Please see section 5.6.2 in the Glass Repair Guide for details.

Additional Information (Non-Scoring)

Glass Claim Severity

\$521.47

\$600.69

7 of 36

\$662.48

\$502.19

Failed Windshield Repair Ratio

0.00%

0.00%

1 of 36

0.18%

0.00%

ICBC has determined that a facility must achieve a Windshield Repair Ratio of at least 15% to stay in the program.

Facilities unable to achieve the minimum Windshield Repair Ratio threshold by the end of the Tiering Measurement period will be placed into the Assessment Tier and given 12 months to achieve the minimum Windshield Repair Ratio threshold before removal from the program.

Tier Status: **Tier 1** (Based on Previous Program Year Tiering Results)

Facility #: **Sample Only (Facility Number)**

Month - Year Snap-Shot: **24** Repairs, **53** Total Claims, **45.28%** Windshield Repair Ratio

Region: **Sample Only (Region)**

Deductible Payment By Cash Percentage: **5.12%** Region Average: **6.27%**

Current CSI Score: **91** Current Region Average: **85**



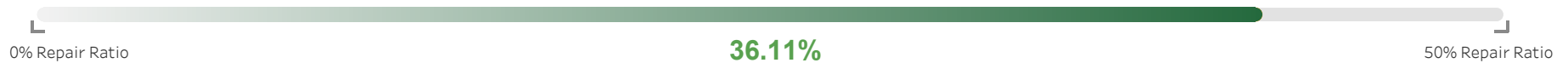
Date (Month - Year) Glass Repair Program Scorecard

Printed Version

Index Opportunity Gauge



Windshield Repair Ratio



Customer Service Index (CSI) (Non-Scoring Information Only)

91
Facility Result
85
Region Result

Question Detail

Clear/Simple Communication:	95.00%
Provided Summary:	98.00%
Kept Informed:	98.00%
High Quality Work:	98.00%
Friendly and Courteous:	98.00%

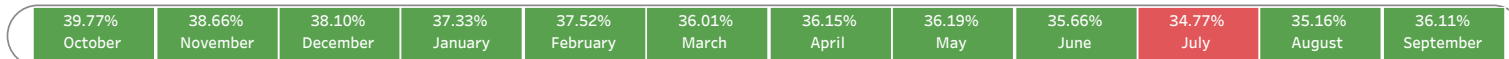
Facility Results as bar graph. Region average indicated with dark circle

Survey Volume

Facility Volume	43
Region Average Volume	46

Glass Rebate Details

Program Year
Start
October 1st



(Repair Ratio Status: Red < 35% & Green >= 35%)

Program Year
Finish
Sept. 30th

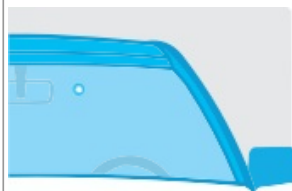
Replacement Parts Rebate Summary



Total Parts: **\$247,015.47**
Rebate Percentage: 2%
Current Status: **Eligible**

Total Potential Part Rebate: **\$4,940.31**

Windshield Repair Rebate Summary



Total Repairs: 208
Rebate Per Repair: **\$37.50**
Current Status: **Eligible**

Total Potential Repair Rebate: **\$7,800.00**

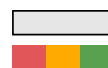
Total Glass Rebate Summary



Part Rebate: **\$4,940.31**
Repair Rebate: **\$7,800.00**
Current Status: **Eligible**

Total Potential Glass Rebate: **\$12,740.31**

Index Score Colour Scale



Points Missed (Filled in Grey)

Points Achieved (Filled in with colour based on Index Colour Scale as shown to the left)

Repair Ratio Colour Scale

