

ATA & MMDA's Manitoba
Provincial Benchmark
2025 Q1
by AutoHouse Technologies

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Introduction to Provincial Benchmark

The financial outcomes of repairers are directly influenced by the efficiency of repair processing. Whether the objective is to optimize profits, satisfy external stakeholders, or analyze internal operations, monitoring key performance indicators (KPIs) is critical in today's collision repair industry. This report aims to support repairers by offering insights into ATA members' KPIs, repair mix, and comparing ATA member performance to other regions in Western Canada.

We hope you find this report valuable. If you have any feedback or suggestions to enhance future iterations of this benchmark, please don't hesitate to reach out to us at benchmark@autohousetechnologies.com.

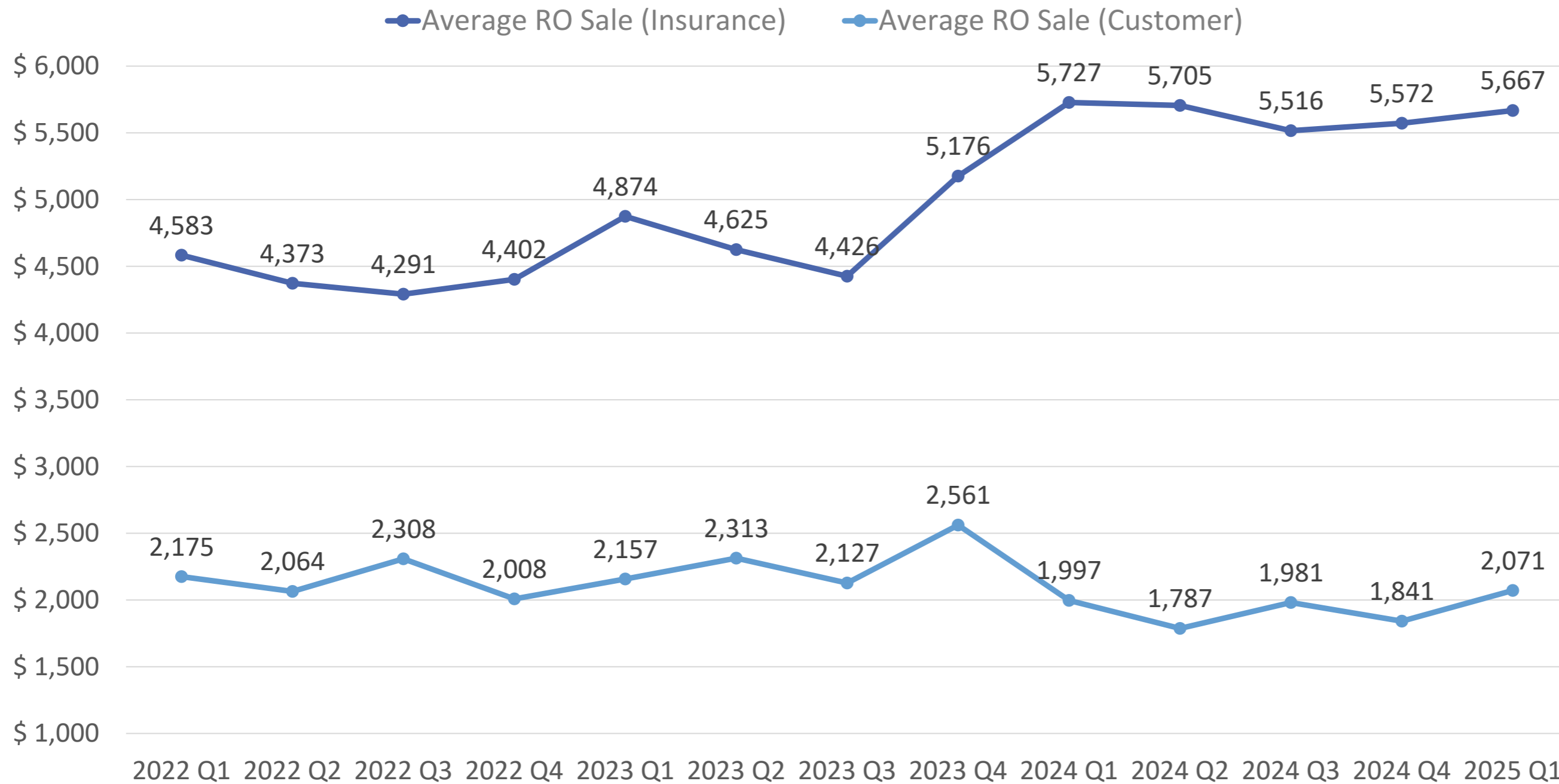
About this Benchmark Report

This benchmark is derived from western Canadian collision repair locations' operational data. Data contained within this report has been normalized and variance thresholds have been applied to eliminate anomalies that may impact data integrity. AutoHouse has applied its best efforts in statistical validation of data contained within this report.



Average Repair Order (RO) Sale

Manitoba 3-Year Trend



2025 Q1	Insurance
Manitoba	\$ 5,667
Saskatchewan	\$ 5,867
British Columbia	\$ 5,557
Alberta	\$ 7,444

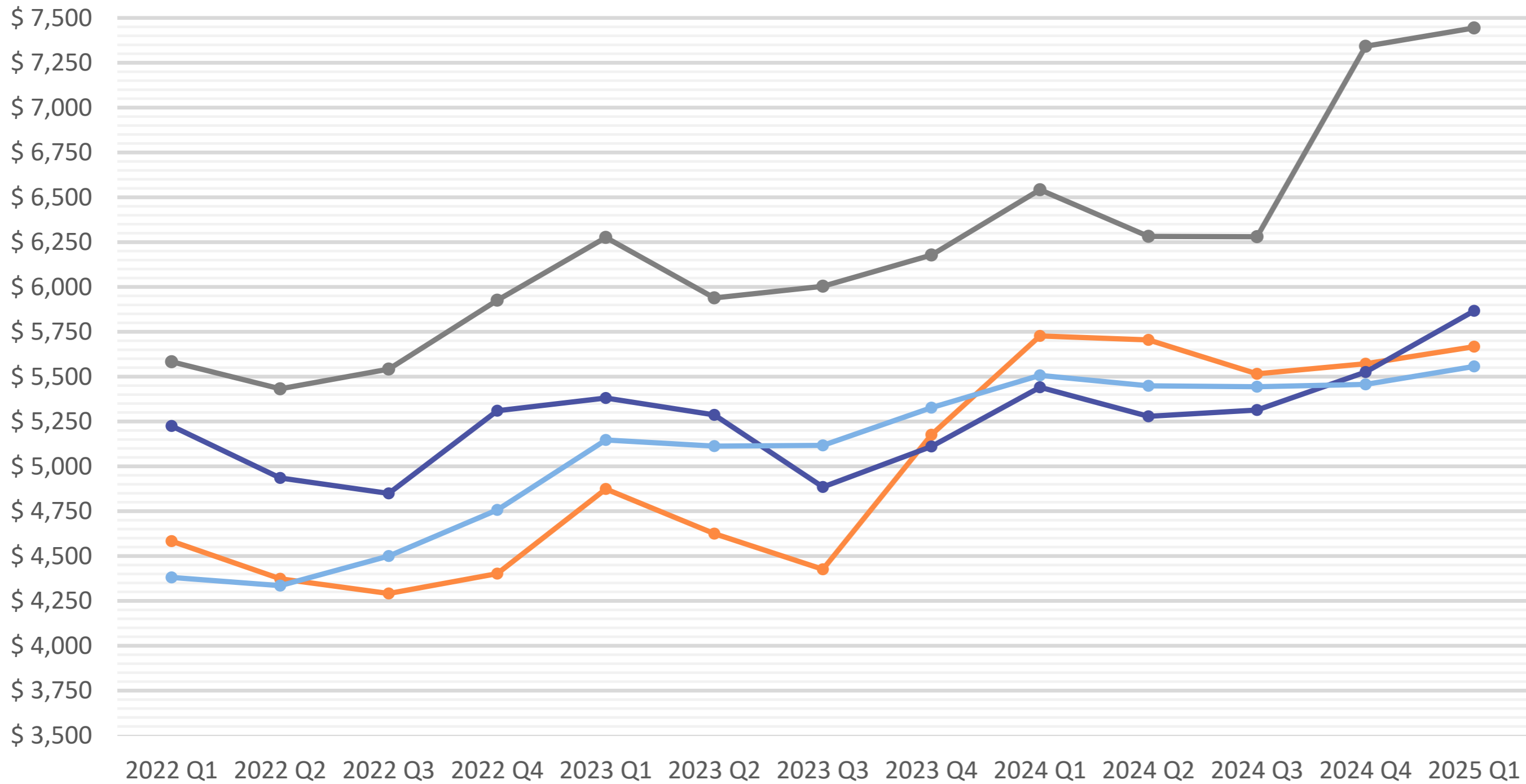
2025 Q1	Customer
Manitoba	\$ 2,071
Saskatchewan	\$ 2,033
British Columbia	\$ 2,410
Alberta	\$ 2,914

Note: Due to the wide variety of non-insurance repairs (warranty, fleet, customer pay, etc.), all subsequent KPIs and calculations from this point forward are based on insurance repairs only.

Average Insurance RO Sale - Comparisons

3-Year Trend by Province

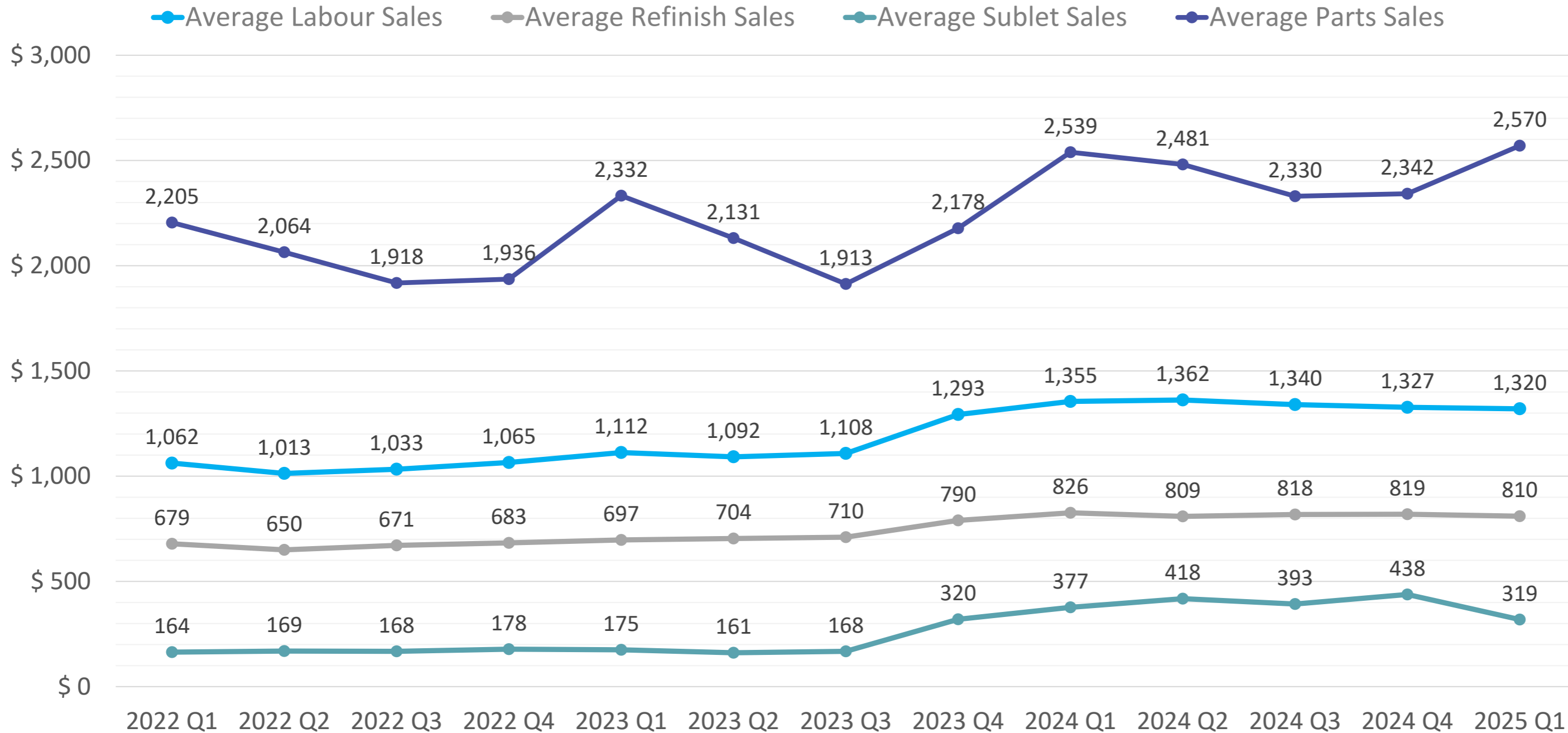
Manitoba Saskatchewan British Columbia Alberta



2025 Q1	Insurance
Manitoba	\$ 5,667
Saskatchewan	\$ 5,867
British Columbia	\$ 5,557
Alberta	\$ 7,444

Average RO Sale by Profit Centre

Manitoba 3-Year Trend



Note: Average labour includes all non-refinish labour operations such as body, frame, mechanical and other. Refinish labour includes all refinish related labour categories.

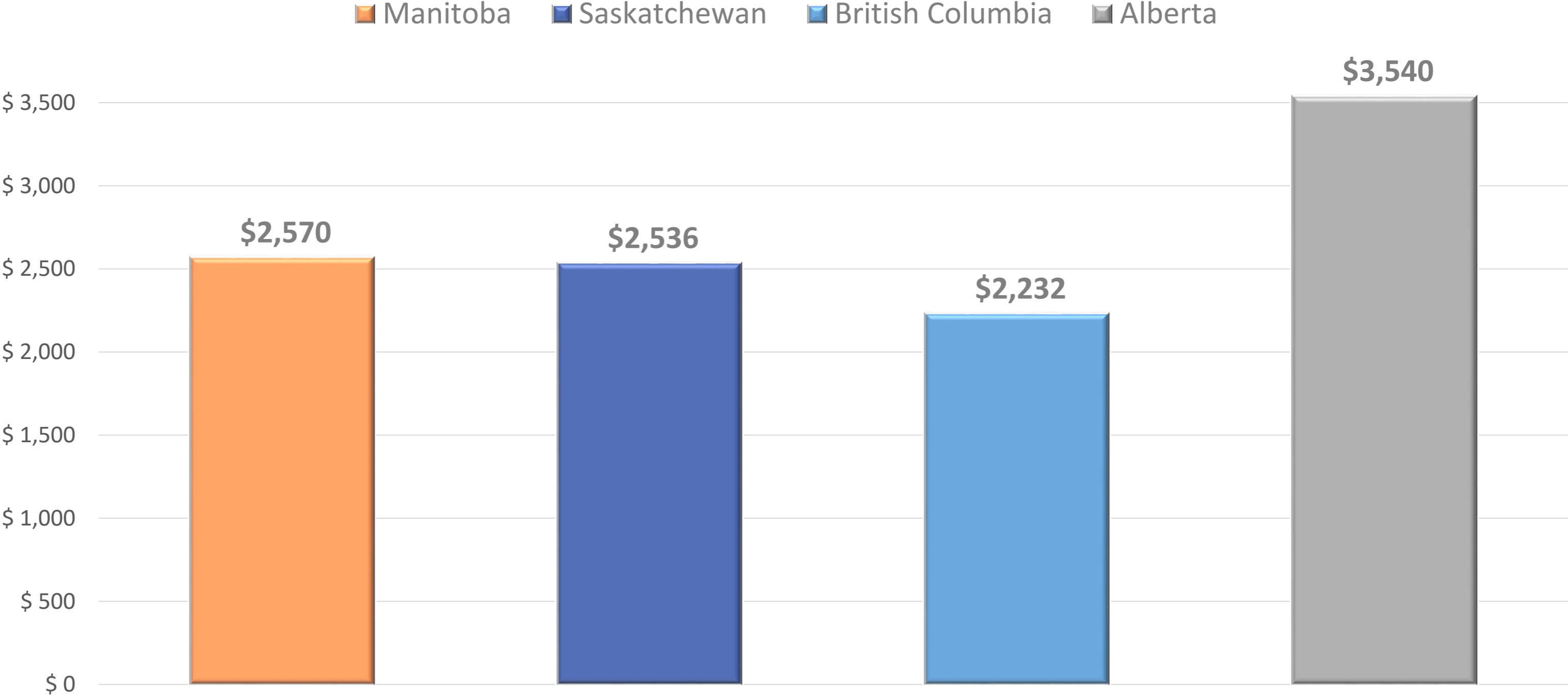
2025 Q1	Avg Parts
Manitoba	2,570
Saskatchewan	2,536
British Columbia	2,232
Alberta	3,540

2025 Q1	Avg Labour
Manitoba	1,320
Saskatchewan	1,414
British Columbia	1,520
Alberta	1,653

2025 Q1	Avg Refinish
Manitoba	810
Saskatchewan	808
British Columbia	766
Alberta	859

2025 Q1	Avg Sublet
Manitoba	319
Saskatchewan	341
British Columbia	377
Alberta	739

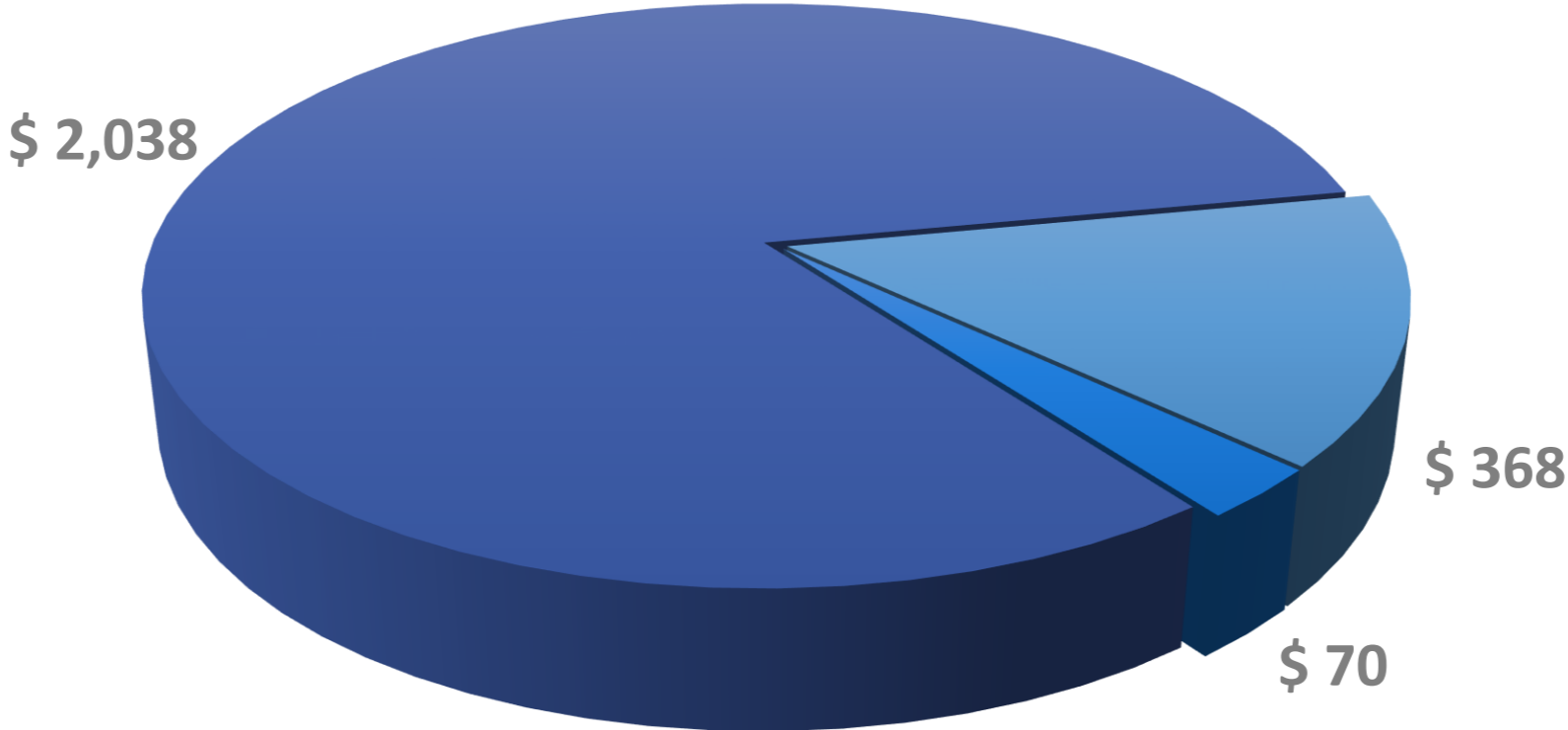
Average Overall Parts Sale - 2025 Q1



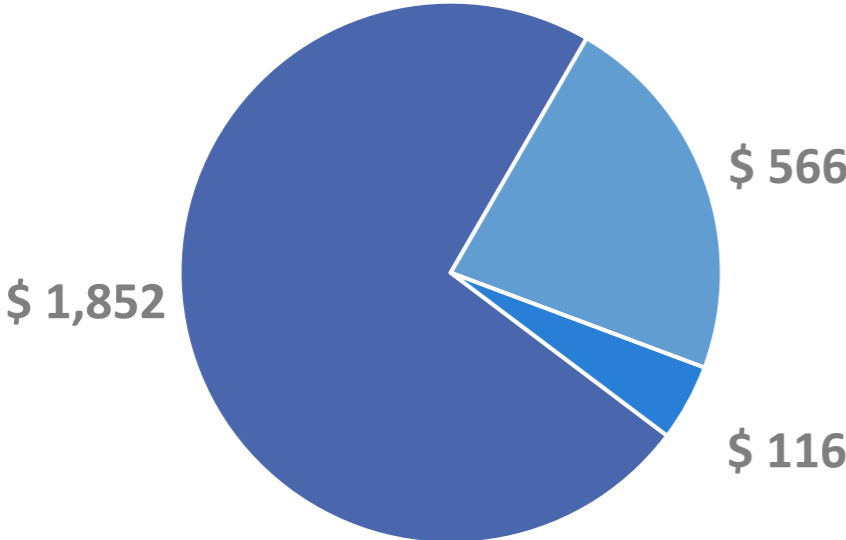
Average Parts Sale by Part Type - 2025 Q1

Manitoba

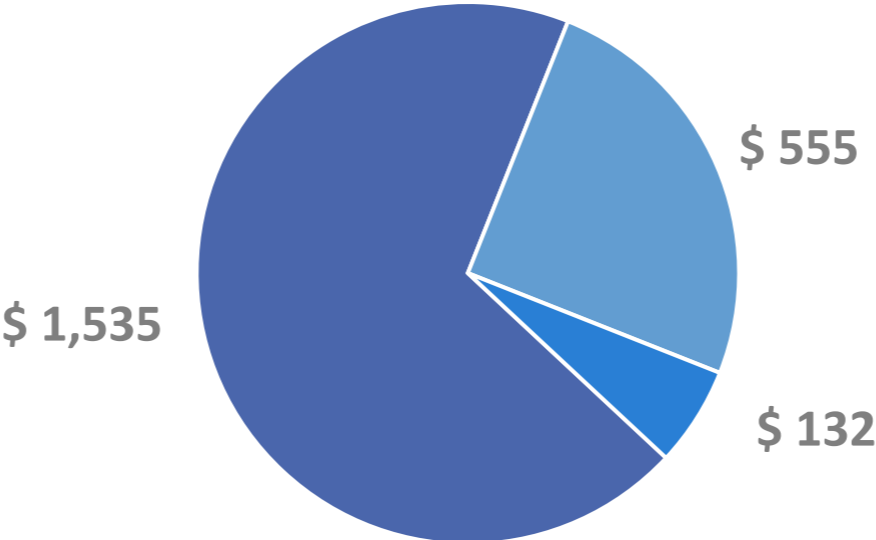
■ Average OEM Sales ■ Average AM Sales ■ Average LKQ Sales



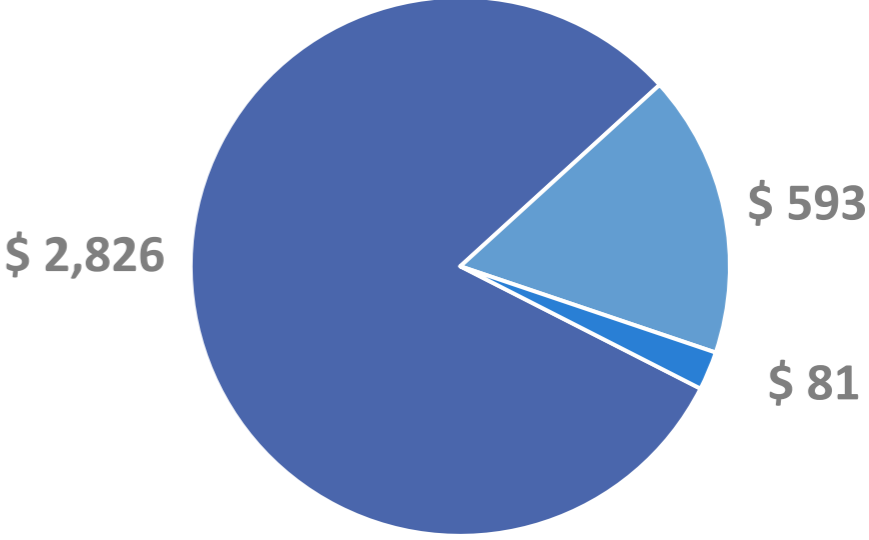
Saskatchewan



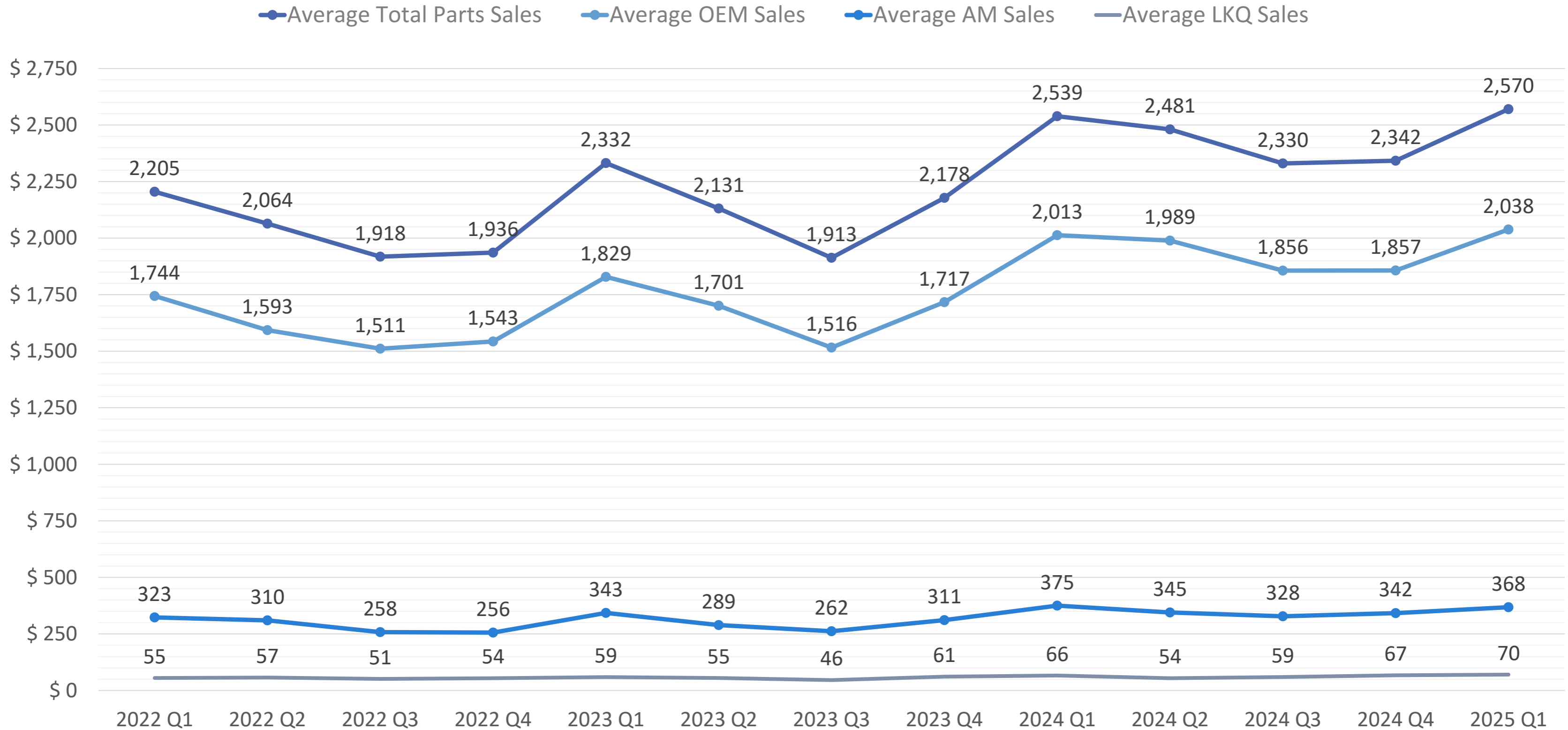
British Columbia



Alberta

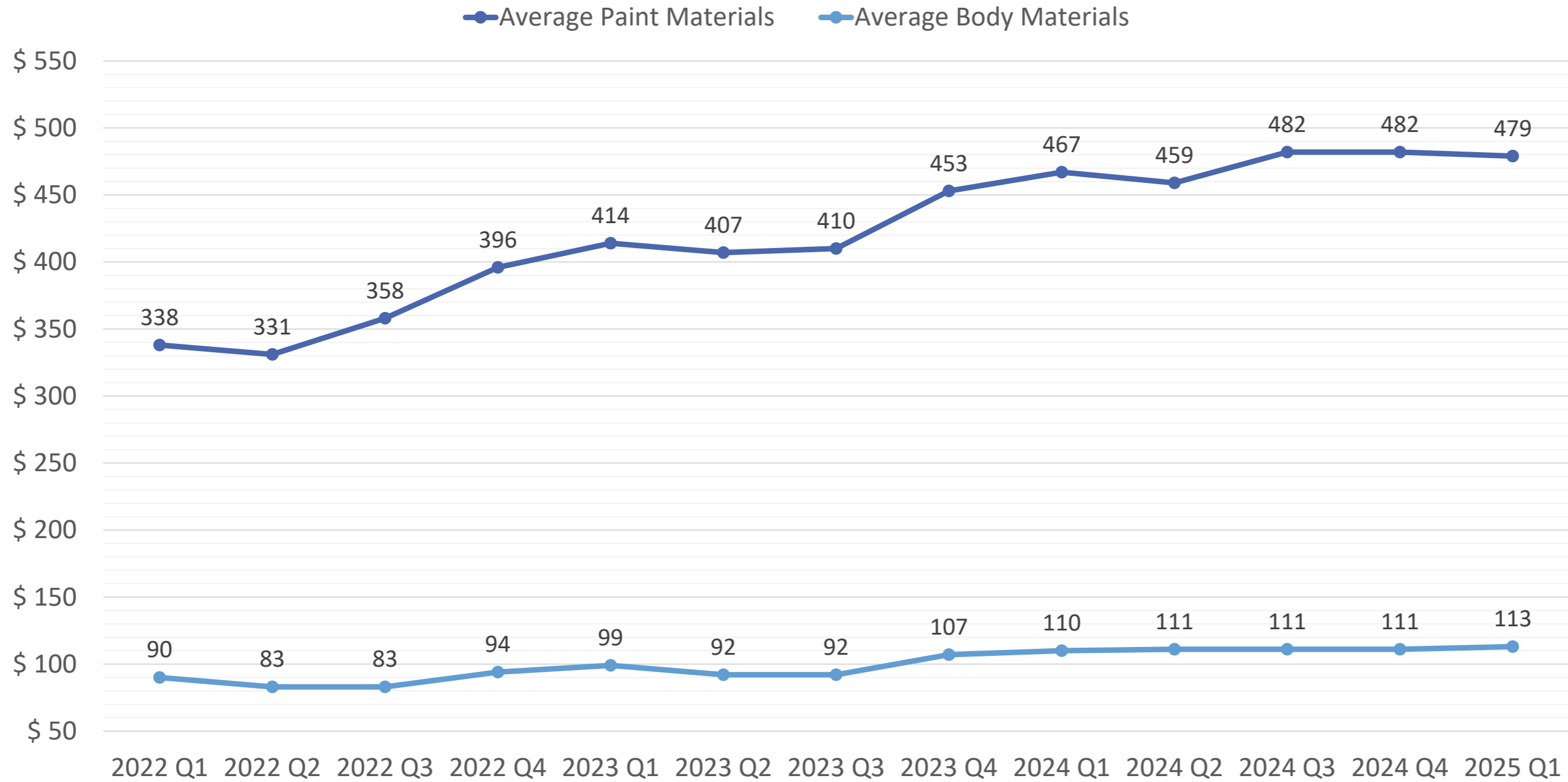


Average Parts Sale by Part Type - Manitoba 3-Year Trend



Average Materials Sale

Manitoba 3-Year Trend



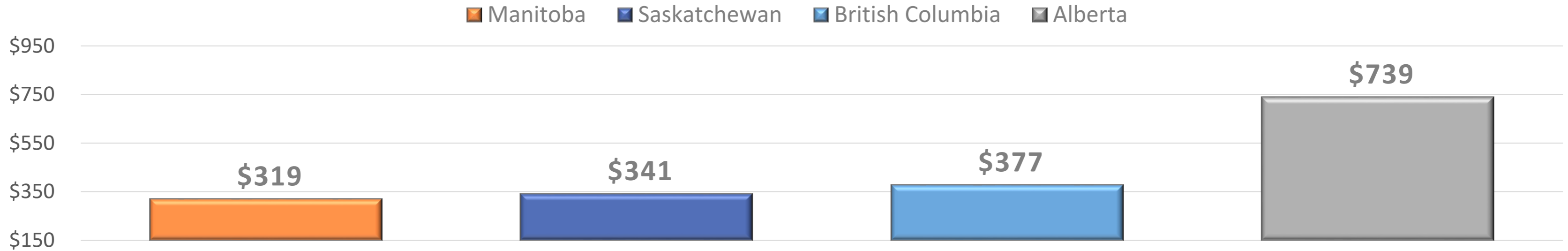
2025 Q1	Avg Paint Materials
Manitoba	479
Saskatchewan	651
British Columbia	488
Alberta	421

2025 Q1	Avg Body Materials
Manitoba	113
Saskatchewan	93
British Columbia	121
Alberta	181

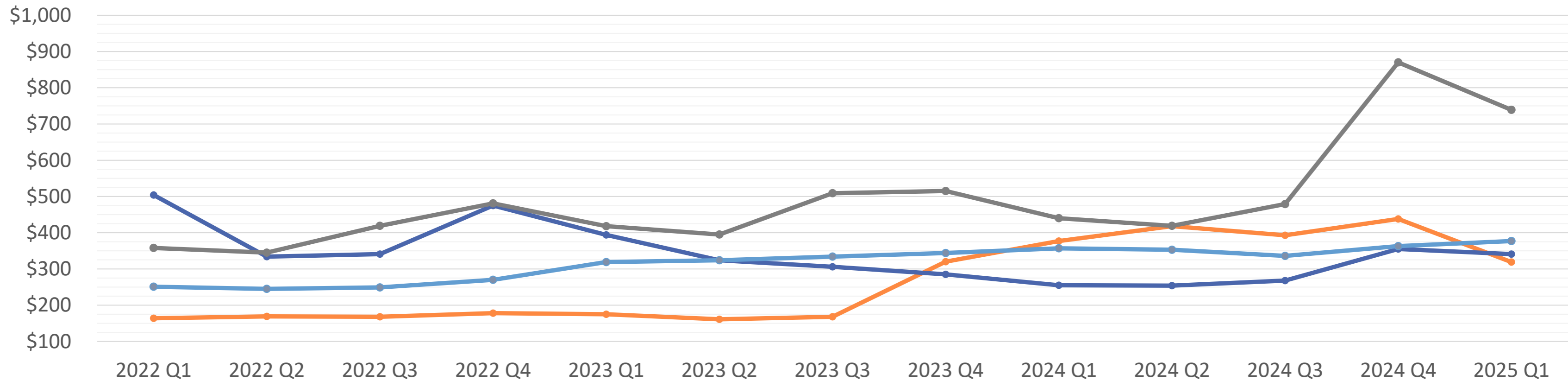
Note: Body and paint materials represents the average compensation allocated to consumables used in the repair process.

Average Sublet Sale

2025 Q1 by Province

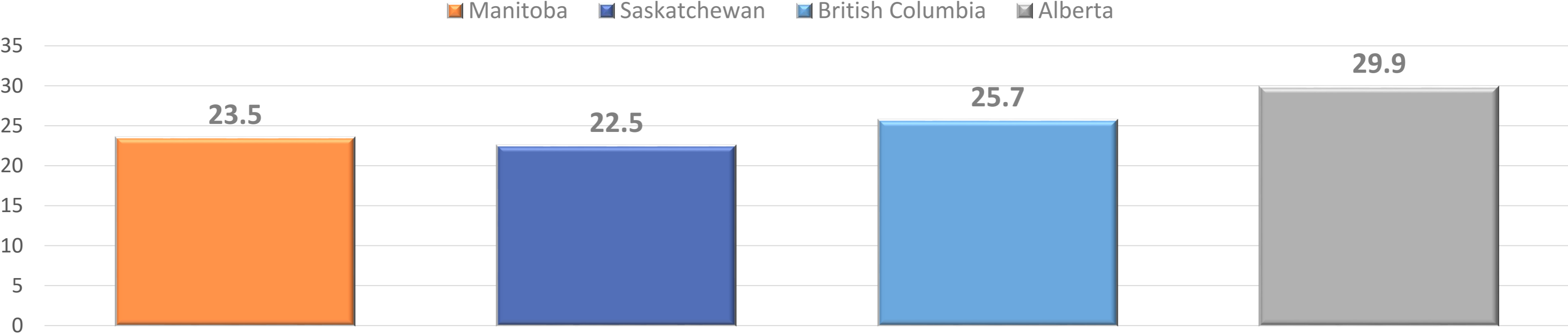


3-Year Trend by Province

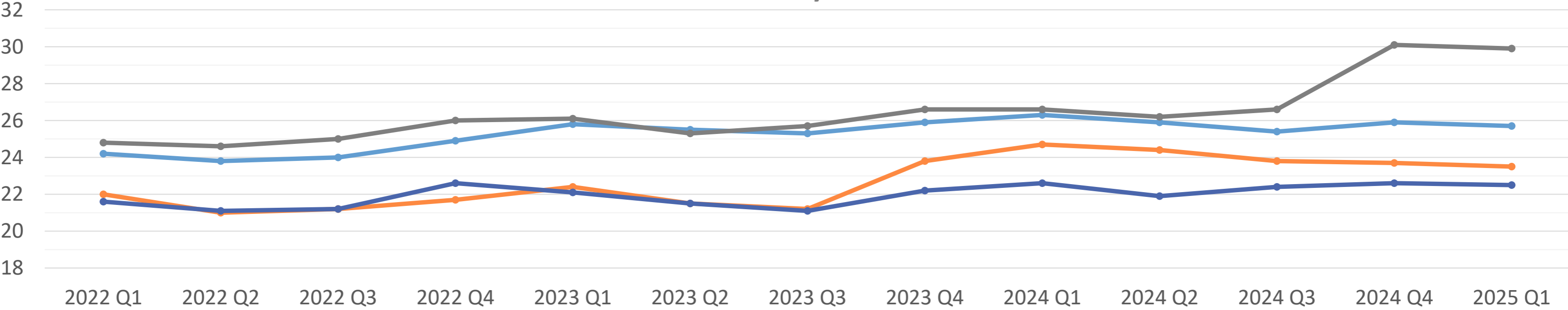


Average Hours per RO

2025 Q1 by Province



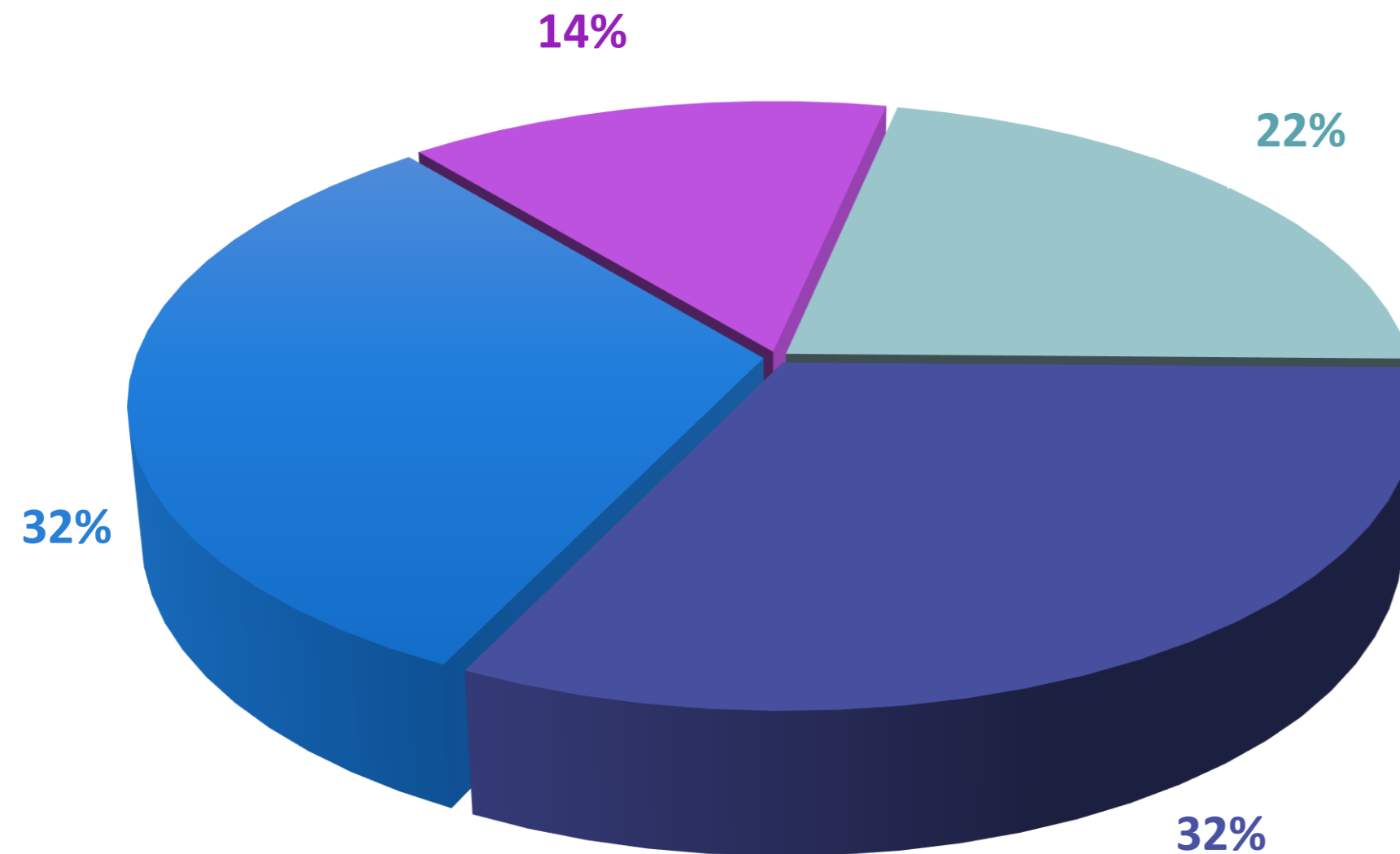
3-Year Trend by Province



Repair Mix by Repair Size (Total RO Hours)

Manitoba 2025 Q1

■ .1 > 10 Hrs ■ 10.1 > 20 Hrs ■ 20.1 > 40 Hrs ■ 40.1 + Hrs

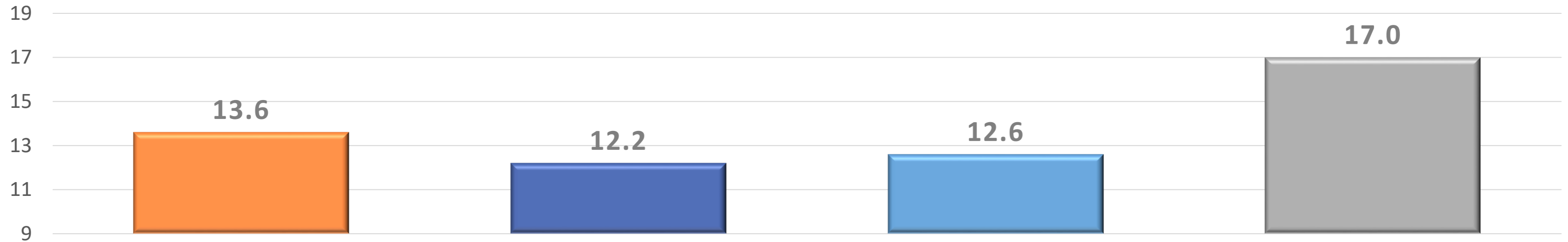


	.1 > 10 Hours	10.1 > 20 Hours	20.1 > 40 Hours	40.1 + Hours
Manitoba	22%	32%	32%	14%
Saskatchewan	20%	34%	35%	11%
British Columbia	16%	31%	36%	17%
Alberta	14%	28%	35%	23%

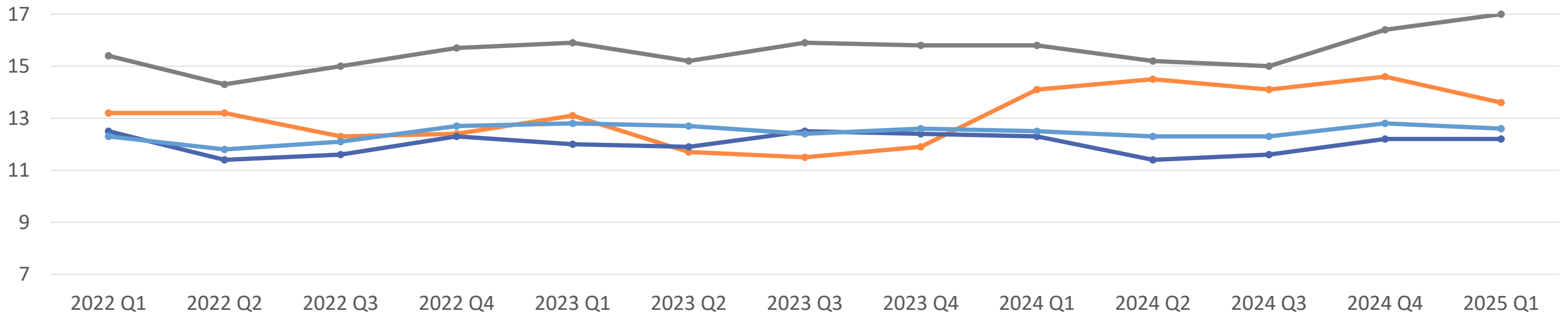
Average Cycle Time (Arrived to Delivered)

2025 Q1 by Province

■ Manitoba
 ■ Saskatchewan
 ■ British Columbia
 ■ Alberta



3-Year Trend by Province



Average Cycle Time Breakdown - Manitoba 2025 Q1

Optimizing cycle time involves more than just measuring from arrival to delivery. Breaking it down further into arrival to start and start to completion reveals opportunities for improvement. Administrative challenges like inefficient scheduling and parts delays frequently impact non-production periods. However, these can be mitigated by implementing standardized operating procedures for repairs under your control.

Start to Complete



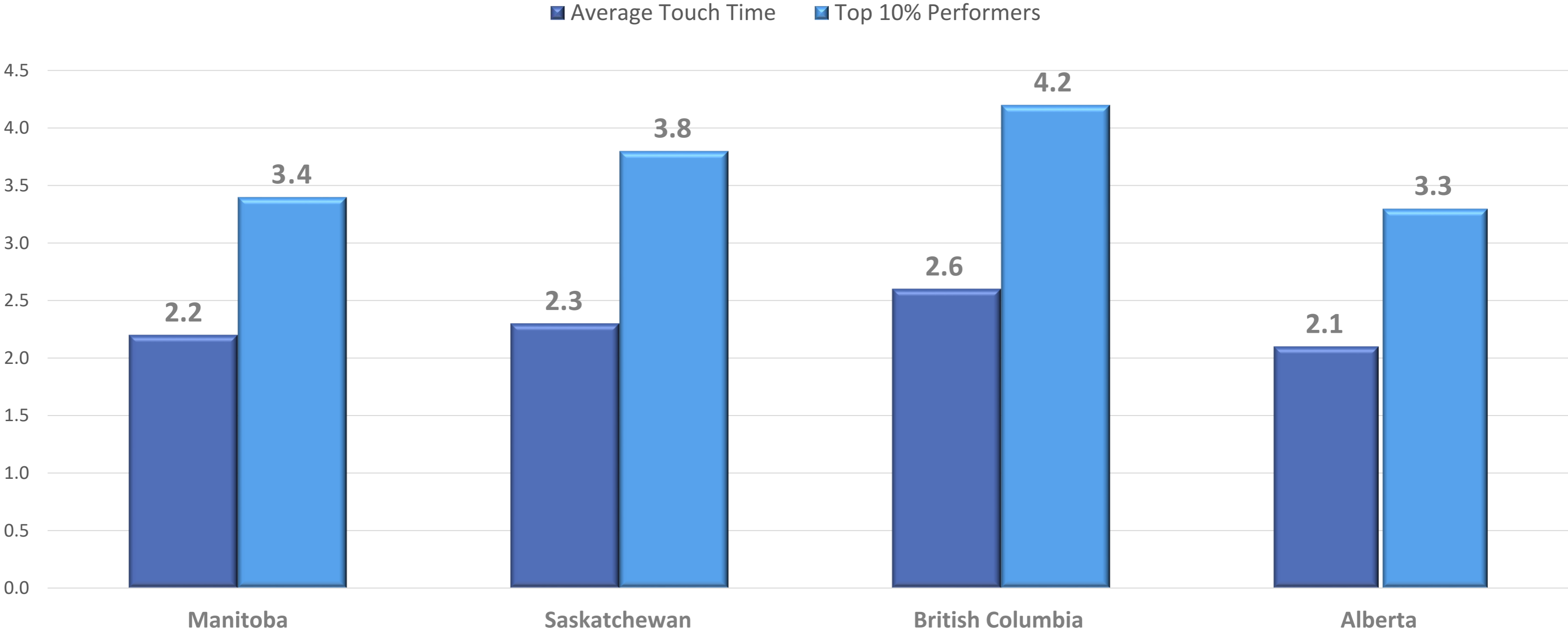
Arrive to Start



Complete to Delivered

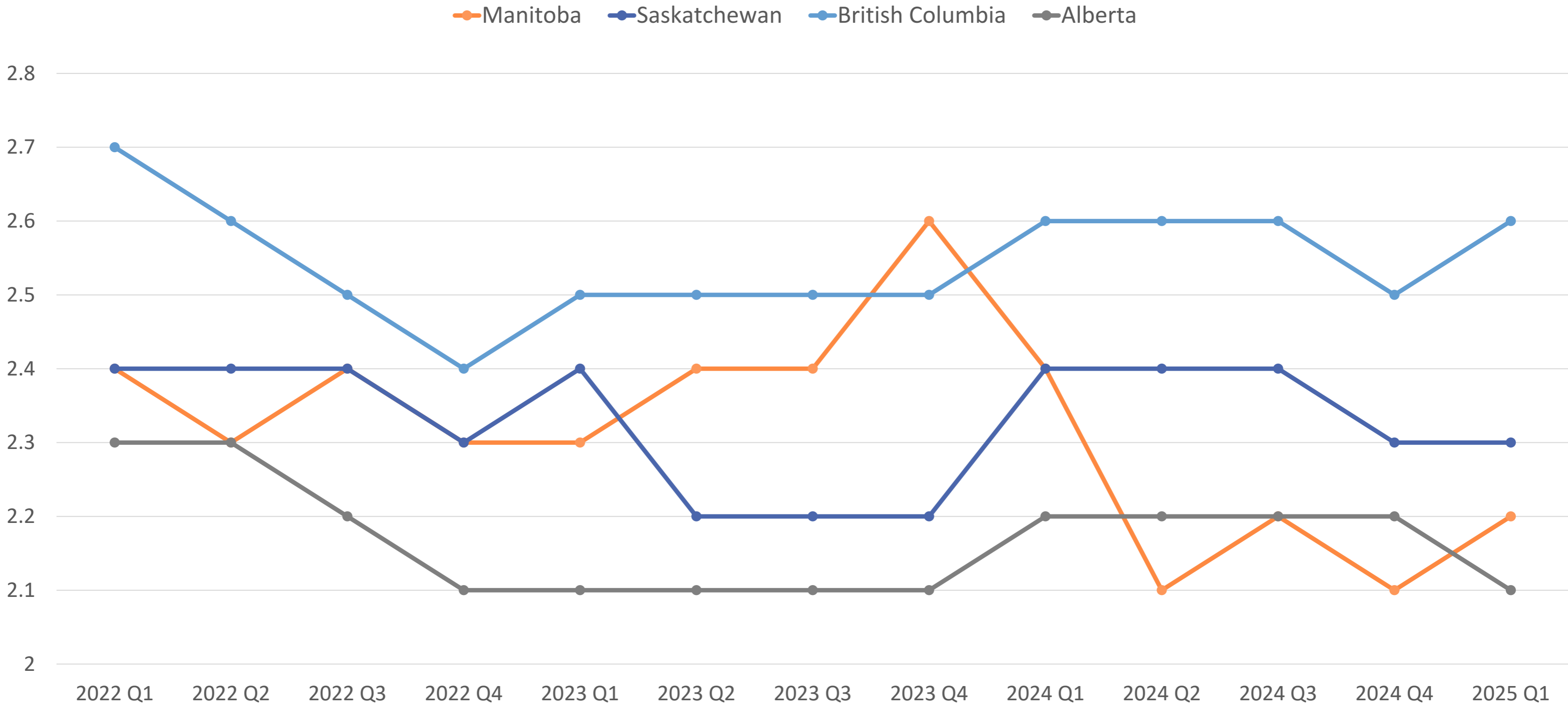


Average Touch Time - 2025 Q1 by Province



Touch time is defined as the average number of hours produced per day per repair order. We suggest that touch time is the most appropriate measure when comparing overall performance as it measures how efficiently repairers process available work regardless of repair size.

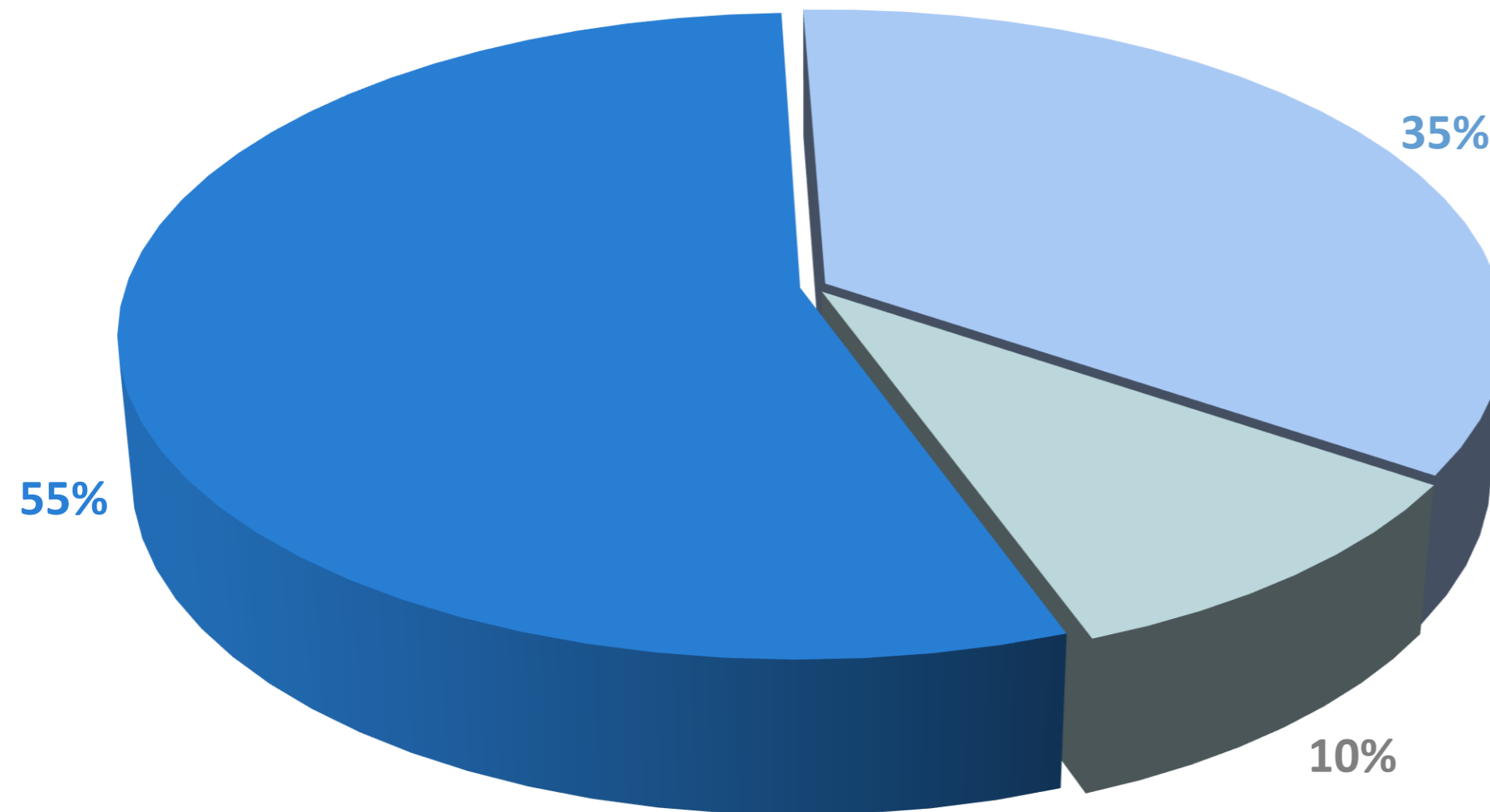
Average Touch Time - 3-Year Trend by Province



Repair Mix by Manufacturer Origin

Manitoba 2025 Q1

■ Asian ■ Domestic ■ European



	Asian	Domestic	European
Manitoba	55%	35%	10%
Saskatchewan	44%	50%	6%
British Columbia	48%	33%	19%
Alberta	49%	41%	10%

Manitoba 3-Year Quarterly Summary

ATA	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2024 Q1	2024 Q2	2024 Q3	2024 Q4	2025 Q1
Average RO Sale (Insurance)	4,583	4,373	4,291	4,402	4,874	4,625	4,426	5,176	5,727	5,705	5,516	5,572	5,667
Average RO Sale (Customer)	2,175	2,064	2,308	2,008	2,157	2,313	2,127	2,561	1,997	1,787	1,981	1,841	2,071
Average Labor Sales	1,062	1,013	1,033	1,065	1,112	1,092	1,108	1,293	1,355	1,362	1,340	1,327	1,320
Average Body Labor Sales	939	892	917	948	984	975	993	1,148	1,200	1,209	1,201	1,193	1,187
Average Refinish Sales	679	650	671	683	697	704	710	790	826	809	818	819	810
Average Other Sales	593	583	609	668	688	659	670	879	954	989	986	1,031	911
Average Sublet Sales	164	169	168	178	175	161	168	320	377	418	393	438	319
Average Parts Sales	2,205	2,064	1,918	1,936	2,332	2,131	1,913	2,178	2,539	2,481	2,330	2,342	2,570
Average OEM Sales	1,744	1,593	1,511	1,543	1,829	1,701	1,516	1,717	2,013	1,989	1,856	1,857	2,038
Average AM Sales	323	310	258	256	343	289	262	311	375	345	328	342	368
Average LKQ Sales	55	57	51	54	59	55	46	61	66	54	59	67	70
Average Other Parts Sales	87	109	100	91	114	95	96	97	94	104	97	93	115
Average Paint Materials	338	331	358	396	414	407	410	453	467	459	482	482	479
Average Body Materials	90	83	83	94	99	92	92	107	110	111	111	111	113
Average Hours per RO	22.0	21.0	21.2	21.7	22.4	21.5	21.2	23.8	24.7	24.4	23.8	23.7	23.5
Arrival to Delivery	13.2	13.2	12.3	12.4	13.1	11.7	11.5	11.9	14.1	14.5	14.1	14.6	13.6
Arrival to Start	2.3	3.0	2.7	2.7	3.3	4.0	1.7	1.3	2.5	2.3	2.1	2.8	2.0
Start to Complete	13.0	14.8	13.2	13.1	12.8	12.4	11.8	12.7	14.2	15.7	15.8	15.0	13.6
Complete to Delivered	1.3	1.9	1.4	1.6	1.2	1.4	1.3	1.4	1.6	1.9	2.0	1.3	1.6
Touch Time	2.4	2.3	2.4	2.3	2.3	2.4	2.4	2.6	2.4	2.1	2.2	2.1	2.2
Touch Time - Top 10%	3.6	3.4	3.4	4.0	3.6	3.6	3.8	3.7	3.8	3.6	3.7	3.2	3.4
Asian	45%	48%	50%	47%	47%	53%	53%	51%	50%	51%	51%	52%	55%
Domestic	40%	38%	36%	40%	40%	36%	35%	37%	38%	39%	39%	37%	35%
European	14%	13%	13%	12%	13%	11%	11%	13%	12%	10%	10%	11%	10%
Express (<10 hours)	26%	27%	25%	25%	25%	27%	25%	21%	19%	21%	21%	21%	22%
Light (10-20 hours)	31%	33%	35%	34%	32%	32%	35%	33%	31%	32%	33%	33%	32%
Medium (20-40 hours)	32%	29%	29%	30%	31%	29%	29%	32%	33%	31%	31%	32%	32%
Heavy (>40 hours)	12%	11%	11%	11%	12%	11%	10%	14%	16%	16%	15%	14%	14%

2025 Q1 Comparisons

2025 Q1	ARA	ATA	SAAR	AB
Average RO Sale (Insurance)	5,557	5,667	5,867	7,444
Average RO Sale (Customer)	2,410	2,071	2,033	2,914
Average Non-Refinish Labor Sales	1,520	1,320	1,414	1,653
Average Body Labor Sales	1,367	1,187	1,292	1,484
Average Refinish Sales	766	810	808	859
Average Other Sales	987	911	1,085	1,341
Average Sublet Sales	377	319	341	739
Average Parts Sales	2,232	2,570	2,536	3,540
Average OEM Sales	1,535	2,038	1,852	2,826
Average AM Sales	555	368	566	593
Average LKQ Sales	132	70	116	81
Average Other Parts Sales	8	115	1	36
Average Paint Materials	488	479	651	421
Average Body Materials	121	113	93	181
Average Hours per RO	25.7	23.5	22.5	29.9
Arrival to Delivery	12.6	13.6	12.2	17.0
Arrival to Start	1.5	2.0	1.9	4.8
Start to Complete	12.4	13.6	11.4	15.3
Complete to Delivered	1.4	1.6	1.3	1.6
Touch Time	2.6	2.2	2.3	2.1
Touch Time - Top 10%	4.2	3.4	3.8	3.3
Asian	48%	55%	44%	49%
Domestic	33%	35%	50%	41%
European	19%	10%	6%	10%
Express (<10 hours)	16%	22%	20%	14%
Light (10-20 hours)	31%	32%	34%	28%
Medium (20-40 hours)	36%	32%	35%	35%
Heavy (>40 hours)	17%	14%	11%	23%

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Based in Vancouver, BC Canada, AutoHouse is the leading provider of performance centered Business Intelligence solutions to world class collision repairers and their business stakeholders.