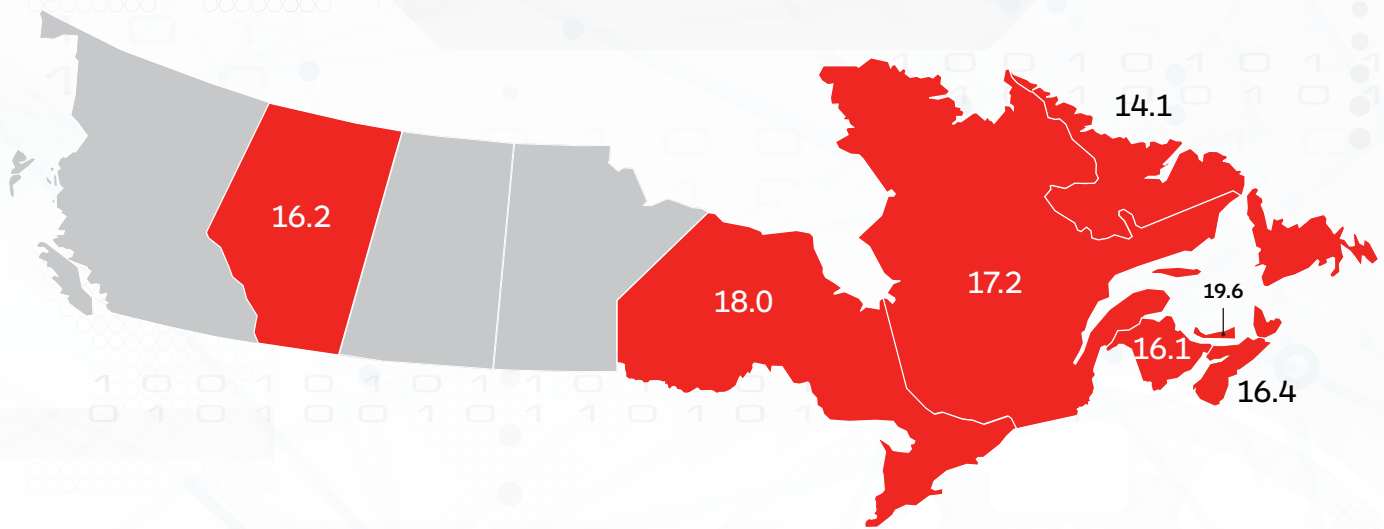


Canada Average Length of Rental by Province

Q3 2023



Average Billed Days for Canada		
Q3 2022	Q3 2023	Change
16.5	16.3	-0.2



Average Billed Days for Canada by Province			
Province	Q3 2022	Q3 2023	Change
Alberta	14.7	16.2	1.5
New Brunswick	14.8	16.1	1.3
Newfoundland and Labrador	13.7	14.1	0.4
Nova Scotia	17.3	16.4	-0.9
Ontario	19.3	18.0	-1.3
Prince Edward Island	13.9	19.6	5.7
Quebec	18.5	17.2	-1.3

*Source: Enterprise Rent-A-Car. Includes ARMS® Insurance Company Direct Billed Rentals.
 *Data excludes the private carrier processes of British Columbia, Manitoba and Saskatchewan

Canada Overall

Overall length of rental (LOR) for collision-related rentals in Q3 2023 was 16.3 days, a slight decrease of 0.2 days from Q3 2022.

Prince Edward Island (PEI) had the highest LOR at 19.6 days, followed by Ontario at 18.0 days and Quebec at 17.2 days. Nova Scotia, Alberta and New Brunswick had similar results at 16.4, 16.2, and 16.1 days, respectively.

Of interest is the change percentage of the results from Q3 2022 to Q3 2023. Ontario and Quebec dropped 1.3 days each, with Nova Scotia down 0.9 days. On the other side, Alberta was up 1.5 days and New Brunswick was up 1.3 days. PEI's increase was the outlier with a 5.7-day increase in LOR.

As we continue track the impact of EVs, ADAS and other new technology on the repair process, we've asked Ryan Mandell, Director of Claims Performance for Mitchell International, for his insights: "EV frequency of repairable claims volume increased to 3.14% in Q3 2023 compared to 2.83% in Q2 2023 and 2.24% in Q3 2022."

Drivable

Drivable LOR was 12.3 days in Q3 2023, an increase of 0.4 days. Ontario tied with PEI with the highest LOR at 13.9 days; Ontario's results reflected a half-day decrease, while PEI's were a 5.5-day increase.

Alberta had a drivable LOR of 12.8 days, which was a 1.6-day increase, while Quebec came in with the lowest result of 9.9 days, which was almost a full day decrease of 0.9 days.

Non-Drivable

Non-drivable LOR was up nationally 1.3 days in Q3 2023 to 32.7 days. Quebec was the only province to see LOR below 30 days (25.7). Quebec and Nova Scotia were also the only provinces to see a non-drivable decrease at -1.2 days and -4.0 days, respectively.

Ontario came in at 34.5 days, a 0.8-day increase, while Alberta was 34.0 days. The May and July 2023 hailstorms that swept through Edmonton and Calgary were a probable contributor to Alberta's results, with impacts likely to continue throughout the fourth quarter of 2023. However, their increase pales in comparison to PEI, which had a non-drivable LOR of 49.0 days, a 9.9-day increase over Q3 2022.

Total Loss

LOR associated with Total Loss claims was 24.5 days, a 0.7-day increase from the same quarter last year. PEI had the highest at 32.3 days, a 3.5-day increase. Quebec was next-highest at 28.2 days, a 1.9-day increase. Ontario's results were 24.2 days, a decrease of 0.9 days. Alberta's results stood out – while their LOR was squarely in the middle of the pack at 25.2 days, that represents an increase of 4.7 days.

Mandell weighed in: "Total Loss frequency increased to 16.7% from 15.7% in Q2 2023 and was slightly higher than Q3 2022 (16.4%)."

Summary

The LOR results for the third quarter demonstrate impacts from supply chain disruptions, parts delays, collision repair backlogs and technician shortages. With the complexity of vehicle repairs only increasing, for both internal combustion engine (ICE) and battery electric vehicles (BEV) models, the entire industry must play a part in ensuring all collision-related businesses are aligned — not just for procedural solutions, but to ensure our mutual customers receive safe and proper repairs, an excellent experience and peace of mind. Enterprise is committed to partnering with insurers, repairers, and suppliers on each one of these issues.

Through foundational support provided by the Enterprise Mobility Foundation, Enterprise is spearheading the Collision Engineering Program, designed to attract and develop entry-level talent to fill essential roles within the collision repair

industry. Enterprise is thrilled to expand its longtime partnership with Ford Motor Company, through its philanthropic arm, the Ford Fund, to expand the program and help address this ongoing industry challenge. For more information, visit www.beacollisionengineer.com.