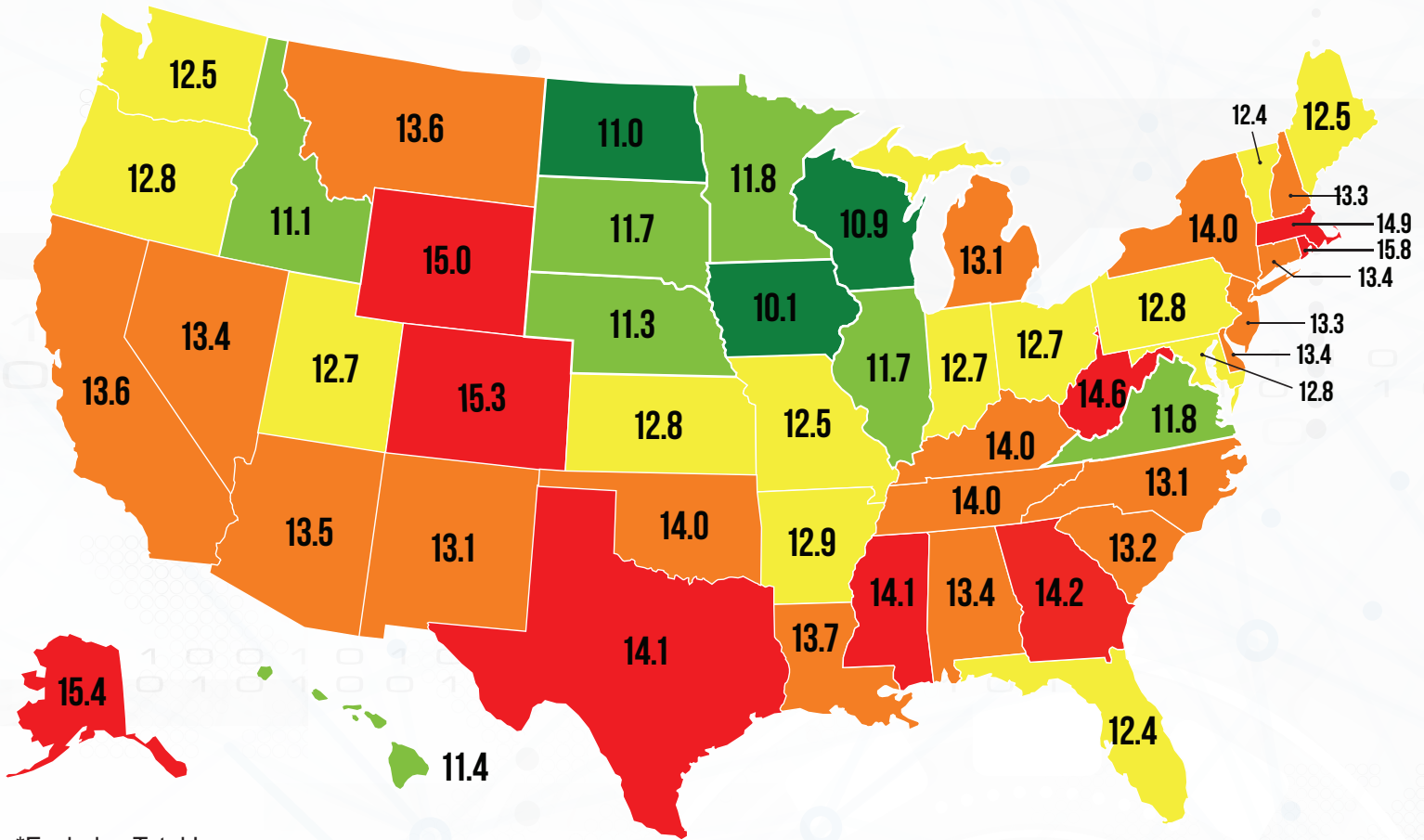
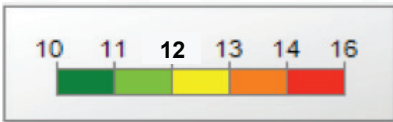


# U.S. Length of Rental by State

## Q1 - 2020



\*Excludes Total Losses



Average Billed Days for US		
Q1 2019	Q1 2020	Change
12.8	13.2	0.4

Average Billed Days for US by State			
State	Q1 2019 LOR	Q1 2020 LOR	Change
AK	14.2	15.4	1.2
AL	13.3	13.4	0.1
AR	12.1	12.9	0.8
AZ	12.5	13.5	1.0
CA	13.1	13.6	0.5
CO	15.4	15.3	-0.1
CT	12.9	13.4	0.5
DC	11.2	10.7	-0.5
DE	13.0	13.4	0.4
FL	12.1	12.4	0.3
GA	13.7	14.2	0.5
HI	12.0	11.4	-0.6
IA	10.6	10.1	-0.5
ID	11.0	11.1	0.1
IL	11.6	11.7	0.1
IN	12.1	12.7	0.6
KS	12.1	12.8	0.7
KY	13.5	14.0	0.5

Average Billed Days for US by State			
State	Q1 2019 LOR	Q1 2020 LOR	Change
LA	13.2	13.7	0.5
MA	14.4	14.9	0.5
MD	13.1	12.8	-0.3
ME	11.9	12.5	0.6
MI	12.4	13.1	0.7
MN	11.2	11.8	0.6
MO	12.0	12.5	0.5
MS	13.6	14.1	0.5
MT	12.7	13.6	0.9
NC	12.8	13.1	0.3
ND	10.5	11.0	0.5
NE	10.6	11.3	0.7
NH	12.4	13.3	0.9
NJ	12.9	13.3	0.4
NM	13.3	13.1	-0.2
NV	12.9	13.4	0.5
NY	13.8	14.0	0.2

Average Billed Days for US by State			
State	Q1 2019 LOR	Q1 2020 LOR	Change
OH	12.4	12.7	0.3
OK	13.2	14.0	0.8
OR	12.7	12.8	0.1
PA	12.4	12.8	0.4
PR	16.1	15.1	-1.0
RI	16.0	15.8	-0.2
SC	12.8	13.2	0.4
SD	12.1	11.7	-0.4
TN	13.2	14.0	0.8
TX	13.0	14.1	1.1
UT	12.0	12.7	0.7
VA	11.8	11.8	0.0
VT	11.1	12.4	1.3
WA	11.8	12.5	0.7
WI	10.7	10.9	0.2
WV	14.2	14.6	0.4
WY	13.8	15.0	1.2

### Year over year change

\* Source: Enterprise Rent-A-Car. Includes ARMS® Insurance Company Direct Billed Rentals; Excludes Total Loss Vehicles.

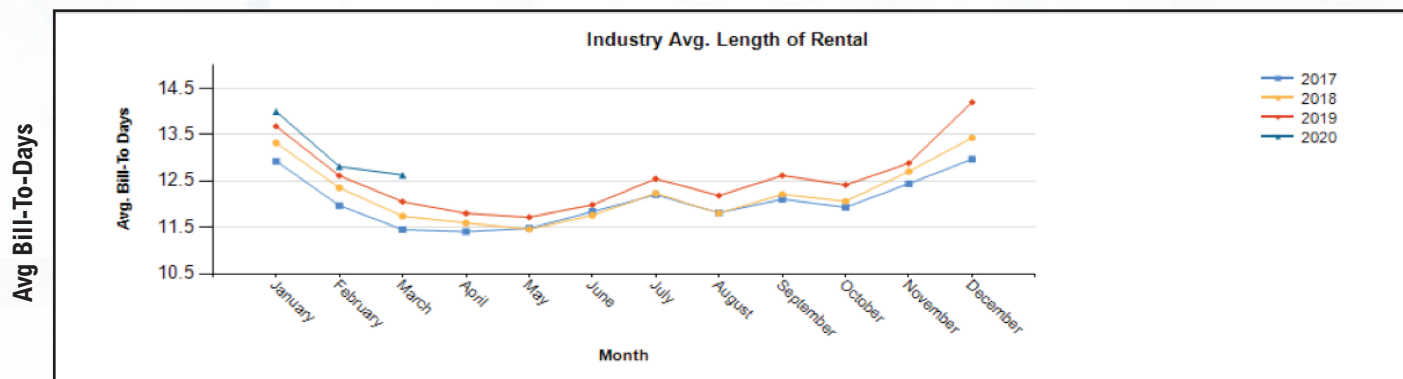


## U.S. Length of Rental - Q1 2020

Average length of repairable rental (LOR) for Q1 2020 in the U.S. was 13.2 days, showing an increase of .4 of a day compared to same quarter in 2019. A total of nine states had lower average rental lengths compared to Q1 2019, including some that experienced significantly more snowfall this year than last. Rental lengths in the south increased significantly compared to the same quarter in 2019, with Texas, Georgia and Mississippi all above 14 days.

In the U.S. as well as Canada, there is a significant difference between “average” and “best in class” results. Collision centers that invest in an effective scheduling strategy, extensive employee training and proper utilization of the ARMS® Auto suite of products should expect to outperform their market average.

US Industry Avg Length of Rental



\*Excludes Total Losses

Q1 Length of rental commentary is provided by Greg Horn, Chief Innovation Officer for PartsTrader. Length of Rental Data provided by Enterprise. Enterprise provides collision repair facilities with free cycle time reporting with market comparisons, free text/email capability to update their customers on vehicle repair status, and online reservations. More information is available at [armsautosuite.com](http://armsautosuite.com) or by contacting Dan Friedman at [Daniel.Friedman@ehi.com](mailto:Daniel.Friedman@ehi.com).