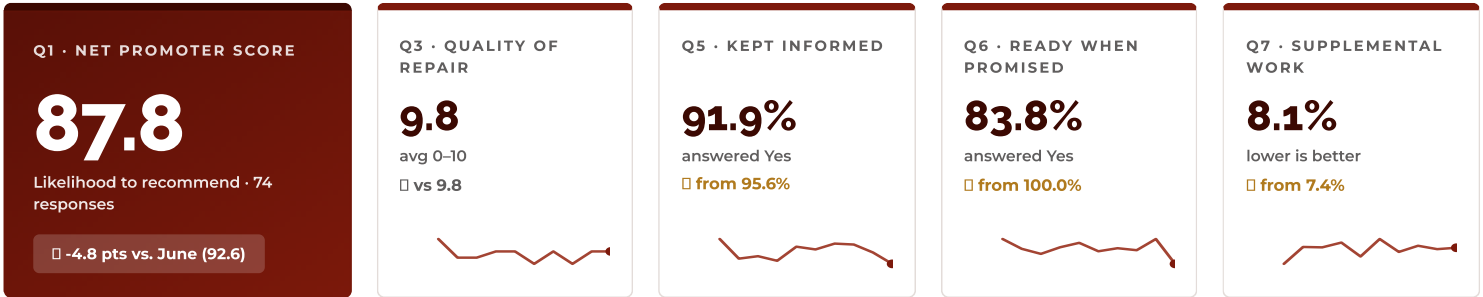


# Continental Collision -Lamar — Austin, TX

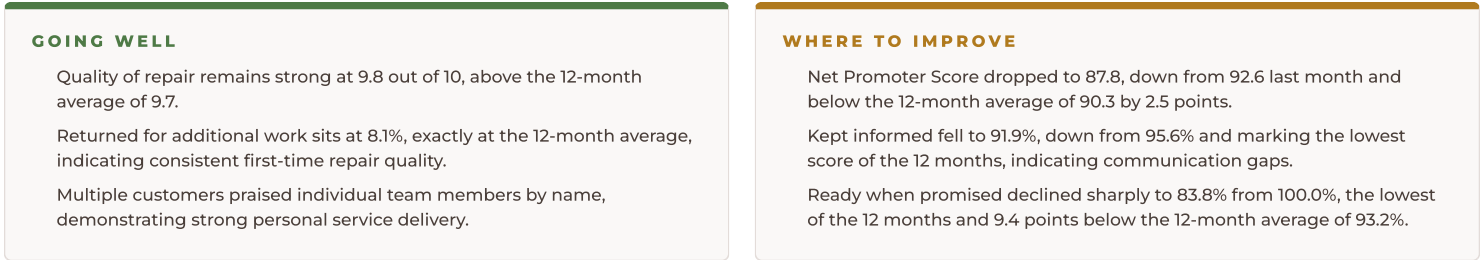
July 2026



## CURRENT MONTH RESULTS



## WHAT THIS MEANS & WHERE TO FOCUS

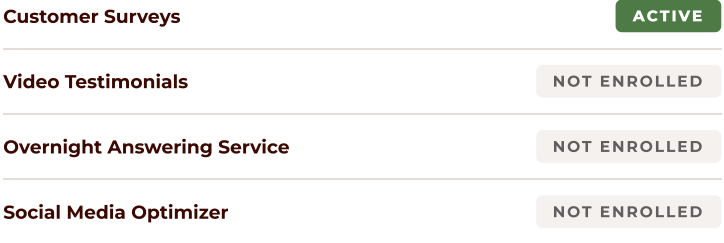


**Recommended focus:** Prioritize on-time delivery and job scheduling to address the significant drop in 'ready when promised' performance, the month's lowest metric.

## HOW WE REACHED YOUR CUSTOMERS



## YOUR ACTIVE TENPOINT SERVICES



## YOUR CUSTOMER SURVEY — 5 QUESTIONS

1. On a scale of 0-10, how likely are you to refer Continental Collision -Lamar to family and friends? (0-10)  
If 8 or below: "What could the shop have done to earn a 10?"

2. On a scale of 0-10, how satisfied were you with the quality of the repair? (0-10)  
If 8 or below: "What could the shop have done to receive a higher rating?"
3. Were you kept adequately informed during the repair process? (Yes / No)  
If No: "What were you dissatisfied with?"

4. Was your vehicle ready when promised? (Yes / No)  
If No: "How many days late? Did they inform you? What was the reason for the delay?"

5. After the repair, was it necessary to return the vehicle for additional work? (Yes / No)  
If Yes: "What did you need to return it for?"

**Note:** Follow-up questions only appear when triggered by the customer's answer. All follow-up and closing comments ("Any additional comments or recommendations regarding your repair experience?") are open-ended and feed the Voice of the Customer summary on page 2.

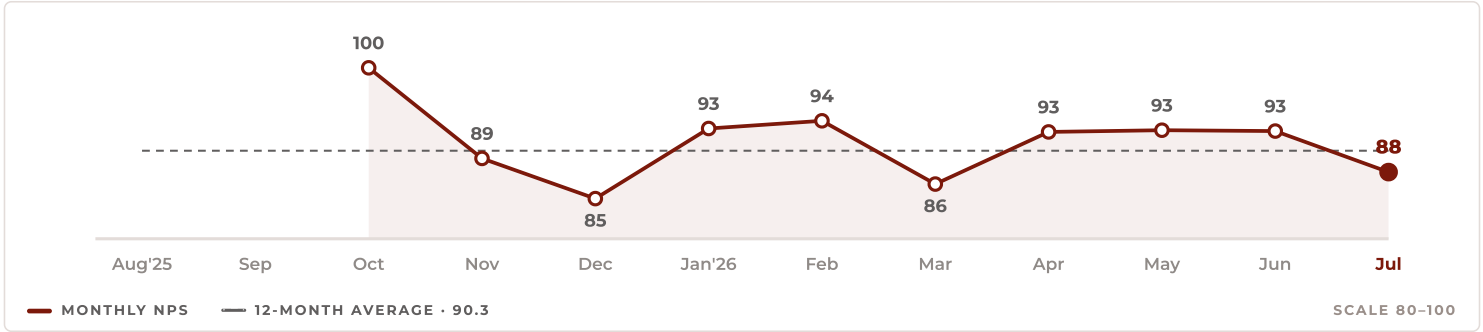


# Continental Collision -Lamar — Austin, TX

August 2025 — July 2026



NET PROMOTER SCORE — LAST 12 MONTHS



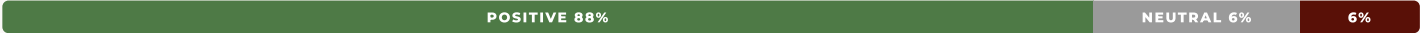
12-MONTH HIGHLIGHTS

|         |                 |                    |               |               |
|---------|-----------------|--------------------|---------------|---------------|
| AVG NPS | TOTAL RESPONSES | AVG QUALITY (0-10) | KEPT INFORMED | READY ON TIME |
| 90.3    | 617             | 9.7                | 95.6%         | 93.2%         |

VOICE OF THE CUSTOMER — WHAT THEY TOLD US

32 OPEN-ENDED RESPONSES THIS MONTH

Customers consistently praised specific service advisors and repair staff, with Dan, Christian, Caleb, Mark, and Phillip Rodriguez named repeatedly for professionalism, communication, and attentiveness. Repair quality and attention to detail drew frequent compliments. However, one customer reported frustration with front-desk receptiveness and the limitation of having a single point of contact for updates, suggesting a need for broader communication channels. Two customers noted extended timelines for their repairs, with one experiencing a month-long job and another a 1.5-month repair, resulting in extended rental car costs. One customer also raised concerns about parts availability affecting job duration.



QUALITY SUMMARY / TREND REPORT

| MONTH     | RESPONSES | QUALITY (0-10) | INFORMED | ON-TIME | SUPPL. WORK (LOWER) | NET PROMOTER SCORE |
|-----------|-----------|----------------|----------|---------|---------------------|--------------------|
| Aug '25   | 0         | N/A            | N/A      | N/A     | N/A                 | N/A                |
| Sep '25   | 0         | N/A            | N/A      | N/A     | N/A                 | N/A                |
| Oct '25   | 9         | 10.0           | 100.0%   | 100.0%  | 0.0%                | 100.0              |
| Nov '25   | 47        | 9.7            | 93.6%    | 93.6%   | 8.5%                | 89.4               |
| Dec '25   | 72        | 9.7            | 94.4%    | 90.3%   | 8.3%                | 84.7               |
| Jan '26   | 56        | 9.8            | 92.9%    | 94.6%   | 10.7%               | 92.9               |
| Feb '26   | 81        | 9.8            | 97.5%    | 97.5%   | 3.7%                | 93.8               |
| Mar '26   | 88        | 9.6            | 96.6%    | 92.0%   | 12.5%               | 86.4               |
| Apr '26   | 67        | 9.8            | 98.5%    | 94.0%   | 6.0%                | 92.5               |
| May '26   | 55        | 9.6            | 98.2%    | 92.7%   | 9.1%                | 92.7               |
| Jun '26   | 68        | 9.8            | 95.6%    | 100.0%  | 7.4%                | 92.6               |
| Jul '26   | 74        | 9.8            | 91.9%    | 83.8%   | 8.1%                | 87.8               |
| 12 Months | 617       | 9.7            | 95.6%    | 93.2%   | 8.1%                | 90.3               |

**Disclaimer:** We use AI to help summarize responses and calculate results in this report.

