



Glass Consultation Committee Minutes

May 6, 2024

1:00 p.m. to 3:00 p.m. – Virtual Meeting

Committee Attendance

- Vern Sisson, Industry
- Tana Carpenter, Industry
- Renee Sicotte, ATA
- Robert Ferreira, MPI
- Lynsey Wilson, MMDA
- Gord Froese, MPI
- Sandra Lawless, MPI
- Waldemar Koos, MPI
- Trevor Kindrat, Industry
- Denis Cloutier, ATA

Regrets:

- Tana Carpenter, Industry
- Renee Sicotte, ATA

Updates to Prior Actions

Glass Claims

- Continuing to work with IT to have all manual glass claims sent from the GAU inbox to shops rather than MPI staff inboxes.

EV Claims Reporting

- Data is now on MPI Partners site, some updates required.

Open Your Claim Online

- Contacted Mitchell to allow Dodge Ram claims to be opened in MCG.

Discussion Topics

- Review current work done with ADAS
 - MPI requested that the industry provide an explanation on how the requested calibration fee increase is being calculated. Compensation requested based on market pricing used by other Crowns aligned with Speedy market pricing.
 - MPI has provided a sample of ADAS calibrated vehicles to the MMDA to work with their dealers to understand calibration labour times and costs. This



work is nearly complete with an additional step taken to review out-of-province as a comparison.

- Lynsey stated that 1.5 labour hours seems to be standard provincial shop billing; however, Lynsey will also be looking outside the province to see the results.
 - MPI has captured common calibrated vehicles' published labour times using Pro Demand.
 - MPI is looking at the ADAS glass and physical damage standards and will share with the Glass Committee and Parts and Technical Committee for feedback before publishing.
 - If anyone on the Glass Committee can look at the ADAS standards and see if there is a situation that needs to be addressed in the standard. Please send the information to Robert so it can be added to the draft before sharing.
 - MPI will share the list of vehicles reviewed and send to the MMDA for calibration labour times with the Glass Committee.
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- MPI is enhancing their external communication process, trying to simplify the language and eliminate abbreviations in communications sent to the claimants.
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- Customer awareness
 - MPI is looking into creating a brochure that would answer common questions that shops receive from claimants and provide them to the shops, as well as a virtual copy that can be found on the MPI public site and MPI Partners site.
 - Brochures can be requested by shops as well, not just for brokers.
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- Glass shop look up tool on the MPI public site
 - MPI is adding a paragraph to the top of the glass shop lookup tool to address some claimant concerns about non-physical locations for glass repairs.
 - MPI will continue to work on having one shop lookup tool that contains both PD and glass accredited shops.

Round Table

- MPI will work with Mitchell to review an increasing number of glass with no NAGS pricing in MCG (e.g., DW02840) and try to get more glass priced in MCG. MPI to analyze the number of occurrences of zero cost part pricing for each NAGS catalogue.
- Reviewing email requests and ensuring shops know what information we need for more efficient communication.
- In the future, MPI wants to have a website where the shop can enter all the information needed instead of sending an email to potentially forget information.



- Material allowances will be increasing on June 14, 2024; windshield and tempered glass at 2.5%.
- A concern was brought forward that shops are doing glass replacements offsite, such as in claimants' driveways; MPI to follow up and review with shops that are completing these glass replacements.
- No other townhall dates scheduled at this time; future townhalls are scheduled for Brandon, North, and a virtual townhall.

Action Items

MPI

- Work on getting EV claims cleaned up on the MPI Partners site.
- Work with IT to have manual glass claims coming from the GAU mailbox to shops.
- Share the list of vehicles that MPI reviewed and sent to the MMDA for calibration labour times with the glass committee.
- Look into creating a brochure to answer common claimant questions and provide to shops, as well as a virtual copy found on the MPI public site and MPI Partners site.

Industry

- MMDA to review ADAS Calibration rates from out-of-province dealers.
- Review the ADAS standards for situations that need to be addressed in the standard. Please send that information to Robert to add to the draft before sharing.

Next Meeting

- Next meeting to be determined.
- Please forward any topics requests for the next agenda to Sandra or Robert.

The meeting was adjourned at 1:45 p.m.

Glass Committee

May 6, 2024



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PUBLIC INSURANCE

Agenda

Prior Action Items

MPI

1. Will work on getting EV claims reporting on the Partners site.
2. Reach out to Mitchell to get Dodge Rams to be opened in MCG.
3. Look into having all manual glass claims being sent from the GAU mailbox to shops instead of MPI staff mailboxes.

Committee

1. Provide an explanation to show how the requested calibration increased fee is being calculated.

New items

1. Review current work done with ADAS.
2. MPI enhancing external communication process
3. Customer awareness
4. Glass Shop look up tool
5. Round table discussion



Updates to Prior Actions

1. Update to Paid claims reporting and will work on getting EV claims reporting on the Partners site.
 - ▶ MPI has updated our paid claims reporting, which includes EVs.
2. Reach out to Mitchell to get Dodge Rams to be opened in MCG.
 - ▶ MPI has raised this with Mitchell again as prior fixes were removed with recent updates.
3. Look into having all manual glass claims being sent from the GAU mailbox to shops instead of MPI staff mailboxes.
 - ▶ MPI is working with IT and looking at a workaround process that will make it easier for shops to identify when a claim has been assigned as currently it's showing up as a send email from an employee instead of a general mailbox.



Updates to Prior Actions

ADAS

1. MPI requested that the industry provide an explanation on how the requested calibration increased fee is being calculated. Request to compensate based on market pricing used in other crowns which aligns with Speedy market pricing.
 - ▶ Checked in with Tana last week and she will provide MPI with an update in May.
 - ▶ Tana will also look into ADAS labour times for some of the top calibrated vehicles.
2. MPI has provided a sample of ADAS calibrated vehicles to the MMDA to work with their dealers to understand labour times and costs associated to calibrations. This work is nearly complete with an additional step taken to enquire out of province as a comparison.
3. MPI has captured published labour times using prodemand. We've added more vehicles to the list and are working through it to verify times.



New items

1. Review current work done with ADAS.

Next steps

- Share findings of labour times collected when they are ready.
- Share a draft of our estimating standard edits to ensure it provide the required clarity
- Above to be shared with Parts and Technical

2. MPI to enhance external communication process

- Simplifying language initiative

3. Customer awareness

- Shop brochures covering common customer questions. Ded, betterment, taxes, ADAS, Parts usage, repair vs replace, etc

4. Glass Shop look up tool

- Adding paragraph that speaks to only shops listed on the tool are accredited to address customer concerns regarding non fixed building locations

5. Rounds table discussion



Question & Round Table

