



Glass Consultation Committee Minutes

June 19, 2023

1:00pm to 3:00pm - (Virtual Meeting)

Committee Attendance

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

Regrets:

- Steve Lupky, MPI
- Waldemar Koos, MPI

Updates to Prior Actions (April 10, 2023)

1. Clarify/modify the ADAS calibration standard

- Reviewed the current Standard as a group.
 - Requested industry/shops feedback on calibration compensation preferences, such as dollar or labour hour allowance.
 - Denis (ATA) suggested considering a dollar allowance as it aligns with industry billing practices, despite lacking frequent updates.
 - Lynsey (MMDA) questioned the feasibility and availability of sufficient calibration timing data for labour hour compensation.
 - There is more information available in Mitchell 1 ProDemand but lacks information on labour hours per specific vehicle make and model.
 - The current estimating standard lets the shop bill for more than one calibrating component, but most vehicles only require one component to be calibrated.
 - MPI to consider adding a case example in the standard for clarification.
 - MPI to collect data and share examples of multiple components on vehicles requiring calibration after

windshield replacement.

- MPI to send a Word copy of the Glass ADAS Calibration Standard and a link to the PD ADAS Calibration standard for feedback within the next two weeks.
- Considering ADAS calibration as a labour operation based on a dollar value, Vern asked whether MPI would acknowledge the impact of minimum wage and labour rate increases on this operation.
 - MPI to review Vern's suggestion.
- Tana advised MPI's calibration fee is the lowest compared to public and private institutions, acknowledging awareness that MPI is below SGI and ICBC.

2. Offline Glass Authorization

- The default authorization form in Mitchell Cloud Glass (MCG) would remain unchanged. The form would be used for downtime procedures or when customers pick up vehicle after hours.
 - The final version of the form to be emailed for the Committee to review
 - MPI to pilot the form with a few other shops for about a month before posting to the Partners site.

3. Trade-in Authorization

- Set for release in June.
- A license plate field has been added to the form for PD claims.
- There has been a delay due to a review determining its applicability to commercial claims.

4. EV Claim Reporting

- Currently with our analytical team to develop.
- Continual progress expected.

5. Manual Glass Claims

- MPI continues to investigate system and process improvements in the hopes of not having manual glass claims.

6. Review having all the hardware lines in MCG to \$0

- MPI has requested Mitchell to implement the change.
- NTT to be sent with an update on the implementation timeline.
- Changes to assist shops in avoiding short payments and audit recoveries.

Discussion Topics

Draft of estimating standard Digital images (best practices) in the current standards

- Renee (ATA) expressed concerns with MPI changing supporting photos from best practice to a requirement, following conversations at the March 2022 Glass Committee meeting.
 - It is noted that MPI aims to control fraud by requesting supporting photos, but shops may be frustrated if it becomes a requirement.
 - To reduce possible frustration, it is suggested that compensation should be provided.
 - System improvements have been made and task efficiencies gained, but they would not offset the effort needed to take the photos and upload them in MCG.
 - Shops would like compensation as requested before glass administration tasks like other areas of MPI currently provide.
Examples:
 - \$15 Administrative fee on PD claims
 - Storage contracts: When required to provide images as part of a Remote Condition Report to MPI, towing vendors are compensated \$25 for 10 images provided to MPI.
 - ATA sends an annual survey to their members.
 - One of the questions asked from the 96 respondents was “if you were able to hire new staff tomorrow what position would you hire for?”
 - The top 3 answers were: journey person body tech, any level apprentice, 49% admin staff.
- When the trade asked about who MPI feels is commits claim fraud, whether it is the shop or the claimant, it was explained that customers sometimes request a claim that may not be as presented. Then a shop continues to process the claim as the customer requested.
 - IT is believed that photos will help MPI identify these claims and follow up with the shop and the customer.
- MPI agreed to forward the request for a discussion with the Program and Accreditation committee.
- It was noted that technicians get paid off NAGS time and additional tasks would require more work for the same pay.
- It was stated that when MPI opened glass claims, they weren't validating the loss. MPI responded, stating the instance when glass claims once came to a service centre where estimators would visually inspect the damage and indicate on the glass authorization whether the damage warranted a repair or a replacement.
- MPI to investigate the average time required to add these images to file.
 - MPI also indicated that shops already take images as part of their process to ID the vehicle and protect the shop from prior damages to vehicle.
- MPI envisioned a future FNOL process where customers can open claims themselves and upload images of their vehicle and damages, thereby, saving shops from such steps.
 - This may take a few years from now.

Roundtable

- No additional items were discussed except for a recent shop example regarding contacting a customer for GST after a supplement payment.
 - Initially, labour time was denied because the shop did not support the required additional labour. As a result, the customer paid GST on the original payment amount. However, when MPI received the supporting information for the added labour, they paid the shop more, resulting in the shop having to request GST from the customer.
 - This situation reflects poorly on the shop.
 - Mitchell times were not complete for back glass and MPI will communicate with Mitchell to address the issue.
 - Recommended best practice –supporting additional labour with OEM procedures.
 - Shops can validate the additional time using an estimating software solution such as Mitchell.
 - MPI will validate the labour time by utilizing Published Mitchell times.

Action Items

MPI:

1. Email Glass Committee members comprising the following:
 - Glass ADAS calibration standard with a starting point to updates, requesting feedback.
 - PD Calibration standard link on Partners to also be provided as reference.
 - Final version of Authorization to Transfer Claim form to be shared prior to publish
 - Glass Authorization – Offline Version, with following up email on pilot.
2. Revise Glass ADAS calibration standard after receiving feedback from the Glass Committee.
 - MPI to review if adding a case example in the standard would be beneficial
 - MPI will work on collecting data and will share examples of multiple components on vehicles that need calibrated after a windshield replacement
3. Investigate the average time required to add images to file supporting the loss on average.
4. Initiate discussions at MPI with the Program and Accreditation committee regarding administration fee.

Next Meeting:

- Email to be sent out to set the next meeting for September 2023.
- Please forward any topics to Robert that you would like to see on the next Agenda.

Meeting adjourned at 2:25 pm.

Glass Committee

June 19, 2023



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Agenda

- Updates to Prior Actions

1. Clarify/modify the ADAS calibration standard
2. Offline Glass Authorization
3. Trade-In Authorization
4. EV Claim reporting
5. Manual glass claims
6. Hardware lines in MCG

- Discussion Topics

1. Draft of estimating standard Digital images (best practices) in the current standards
2. Round Table



Updates to Prior Actions

1. Clarify/modify the ADAS calibration standard
 - ▶ Review of current Standard as a group
2. Offline Glass Authorization
 - ▶ Review final form, and expectations behind form.
3. Trade-in Authorization
 - ▶ Ready to release for June
 - ▶ Have added a license plate field for PD claims
 - ▶ Delay due to review if applicable to commercial
4. EV Claim reporting
 - ▶ Currently with our analytical team to develop.
5. Manual glass claims
 - ▶ MPI continues to investigate system and process improvements in the hopes of not having manual glass claims.



Updates to Prior Actions

6. Review having all the hardware lines in MCG to \$0
 - ▶ We have sent a request into Mitchell and will send out an NTT with an update when this will be occurring. Changes will assist shops in avoiding short payments and audit recoveries.



Discussion Topics

- Draft of estimating standard Digital images (best practices) in the current standards
- Retro payments will be sent out June 23, 2023.



Question & Round Table



DRAFT



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Authorization for MPI Claim Transfer

I (*customer name*) _____, the registered owner of the following vehicle (the "Vehicle"):

Year: _____

Make: _____

Model: _____

VIN: _____

Have transferred ownership of this Vehicle to (*name of new owner*) _____ (the "New Owner") in (*city/town*) _____, Manitoba.

Prior to transferring ownership of the Vehicle to the New Owner, I made a claim with Manitoba Public Insurance for damages to the Vehicle. The claim number is _____ (the "Claim")

With my knowledge and consent, the New Owner will pursue the Claim under my policy. I understand that, if I am found liable for the Claim, my Driver Safety Rating will be impacted even though I have transferred the Claim to the New Owner.

I grant the New Owner authorization to sign off on repairs completed under the Claim on my behalf.

Registered Owner (*signature*): _____

Name (*business, individual*): _____

Signature: _____

Date: _____

NOTE: This Authorization for Claim Transfer does not replace documents that the repair facility is required by Manitoba Public Insurance to submit to process the Claim for payment. Upon completion of the Claim repair and/or settlement, the New Owner will be responsible for paying any costs, such as deductible and

