



Glass Consultation Committee Minutes

February 26, 2024

1:00 p.m. to 3:00 p.m. – In-Person Meeting

Committee Attendance

- Vern Sisson, Industry
- Tana Carpenter, Industry
- Renee Sicotte, ATA
- Robert Ferreira, MPI
- Gord Froese, MPI
- Sandra Lawless, MPI
- Waldemar Koos, MPI

Regrets:

- Trevor Kindrat, Industry
- Lynsey Wilson, MMDA
- Denis Cloutier, ATA
- Steve Lupky, MPI

Updates to Prior Actions

Offline Glass Authorization

- The offline glass authorization is now in Partners to be used in downtime or in cases where the repair shop is unable to get all the lines entered into Mitchell Cloud Glass (MCG) to print off for the claimant to sign.
- The sample invoice/glass authorization from MCG has been updated in Partners.
 - Feedback from the committee is that the one page is much better and usually does not wrap to a second page.

EV Claims Reporting

- Will be updated with more current data soon and MPI will look at updating the tables yearly.

All Hardware Lines in MCG to \$0

- This request has been completed in MCG.



Open Your Claim Online

- Added some text to the public MPI site to direct claimants to the shops to open their claims. Though customers may still contact MPI to open a claim, it does not mean it will not be opened in MCG unless the claim is not eligible. MPI will continue to work on making more claims eligible for MCG to reduce efforts for all parties.

Discussion Topics

Calibration examples discussed and MPI will look at clarifying the ADAS Calibration standard

- Committee asked for the calibration rate to be reviewed.
 - MPI asked that the glass committee provide an explanation to show how the requested increased fee is being calculated and to explain the market pricing that is out there to support any changes. MPI will review the results and assess what published labour times are available, as it has been some time since MPI has determined the average labour time used for today's allowance. Changes include increases to ADAS calibration that have been done since the original position. Information collected will be provided to *Programs and Accreditation*.
 - Discussion was shared around the continued increase of ADAS calibration found on Glass invoices increasing by over 50% year over the year. As MPI has yet to hit the average car age of 2015, this means the capacity for ADAS calibration will continue to grow annually, along with the need for investment.

MCG Estimating Future Requirements

- Currently unable to open some claims for Dodge Ram's in MCG based on model year.
- Labour times to be inclusive of all operations. For example, claims for some specific vehicle, make and models, where the power back glass needs to be replaced, the R&I of interior parts is not included in the labour.
- MCG to keep users signed in longer. Currently, only about 15 minutes.
- Deductible for SRE claims accurate in MCG.
- If anything, else comes to mind, please send to Robert and/or Sandra.

Round Table

- Can manual glass claim forms always come from GAU?
If the form comes from the call taker at MPI, it can be difficult to find in mailboxes coming from multiple users and not just GAU.



Action Items

MPI

- Will work on getting EV claims reporting on the Partners site.
- Reach out to Mitchell to get Dodge Rams to be opened in MCG.
- Look into manual glass claims always coming from the GAU mailbox to shops.

Committee

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

Next Meeting

- The Committee will meet next on April 30, 2024, from 1:00 p.m. – 3:00 p.m.
- Please forward any topics you would like to see on the next agenda to Sandra or Robert.

The meeting was adjourned at 2:45 p.m.

Glass Committee

February 26, 2024



MANITOBA
PUBLIC INSURANCE

Agenda

- Updates to Prior Actions
 - Offline Glass Authorization
 - EV Claims Reporting
 - All Hardware Lines in MCG to \$0
 - Open Your Claim Online
- Discussion Topics
 - Calibration
 - MCG Estimating Requirements
 - Round Table



Updates to Prior Actions

- Offline Glass Authorization - **Completed**
 - ▶ Reviewing final form, and expectations behind form.
- EV Claim reporting – **In Progress**
 - ▶ Currently with our analytical team who has had staff relocated to Adjusting to assist with backlog
- All hardware lines in MCG to \$0 - **Completed**
 - ▶ Working with Mitchell to have this implemented early 2024
- Added additional bolded information to the “Open Your Claim Online” page on the MPI website to try to direct claimants to shops: - **Completed**
 - ▶ “For customers reporting glass only damage, you can save time by calling or going directly to the glass repair shop of your choice to open your glass claim. You can find a participating glass repair shop by accessing our [**Find a Service tool.**](#)”



Discussion Topics

- Calibration
 - ▶ Working on having PD and glass calibration standards aligned
 - Adding best practices
 - Provide OEM procedures to support your ask
 - Confirm what is working and if something is not working before taking the windshield out
 - ▶ Example discussions
- MCG Estimating Requirements
 - ▶ Always looking to understand what is needed in Estimating solution
 - What would you like to see MCG do that it does not today?



Question & Round Table

