



Glass Consultation Committee Minutes

January 10, 2022

1:00 pm to 3:00 pm

Committee Attendance

- Vern Sisson, Industry
- Tana Carpenter, Industry
- Renee Sicotte, ATA
- Lynsey Wilson, MMDA
- Robert Ferreira, MPI
- Gord Froese, MPI
- Waldemar Koos, MPI

Regrets

- Trevor Kindrat, Industry
- Steve Lupky, MPI

Action items from previous meeting's agenda (November 1, 2021):

Mitchell Cloud Glass

1. MPI reviewed MCG and MPI system availability times

- System needs to be disabled outside of regular business hours so that updates can be made.

2. MPI check in on MCG system performance

- Feedback was that everything seems to be working faster now/more efficiently. Robert asked that if any concerns come up to let him know.

3. Challenge in uploading photos one at a time

- MPI is working with Mitchell to enhance the ability of uploading multiple documents to reduce admin efforts.

4. Using smart devices to upload images and documents

- Smart devices can be used currently to aid in the admin effort of taking photos and uploading with some limitations viewing certain areas of MCG on non-Windows 10 platforms. Enhancements are being made to reduce issues with those views. Robert will get back to the committee once Mitchell confirms progress.



Glass Standards and Windshield Repair job aid

1. MPI closed the action items on the Estimating Standard and job aid.

- Feedback was reviewed. Robert asked if anyone had further info, to forward it to him within the next couple of days. The draft will be displayed on MPI Partners next week as a draft version for 30 days.

2. Request for crack counts and failed repairs

- MPI shared and discussed information on cracks repaired and how many documented fails. (681 cracks fixed and 8 documented failed repairs). MPI advised that this count could be higher as it is difficult to capture the number of failed repairs and cracks unless the customer brings it to our attention or goes back to the repair facility.
- Committee shared their thoughts on repairing cracks. MPI will review its position on crack repairs.
- It was suggested by the committee that MPI set limits on chip repairs per windshield.

3. MMDA concerns with new job aid

- MMDA asked why our new MPI job aid didn't align with other crown carriers if MPI indicated that we developed a similar job aid as other carriers. Robert advised that the glass standard eligibility for repair is based on the VESI Regulations as stated in the Manitoba Highway Traffic Act and there will be differences. There are differences between repairable chip sizes and crack lengths from province to province. It was shared that our current standard aligns with our compensation schedule which may have differences in the maximum caps set on compensation, though a shop may continue to repair as stated in the allowances.
- Gord mentioned: we don't have a cost-effective repair on windshields as long as they are eligible for compensation. If a customer wants it replaced, it is their choice if they are willing to pay their deductible, then the shop can replace the windshield.
- Challenging in determining eligible vs not and claim validation without photo requirements for windshield chip repair and replacements.
- Robert advised that we will add some background to the job aid that covers the point that if the customer's request isn't aligning with our regulations, a customer can choose to repair it privately. We will ensure that information on being eligible for a new windshield is also provided.
- Tana asked how many claims need to be opened when there are multiple chips. A review of the Partners site was shared that, if a customer reports a claim for multiple damages on a windshield, all damage must be repaired or replaced at the same time under one claim.

4. MPI Shop look-up tool feedback



- Further discussion on looking at merging our MPI Glass and PD shop look-up tool. Currently, this is with our web design department to develop a test environment that MPI will demo for our next meeting. The intention is to have the tool display all shops with icons indicating who has in-house ADAS capability, while remaining shops would be subletting. This allows customers to make an informed choice of shop selection. Customers need to understand the process and know if their vehicle is being driven across town for a calibration.
- Accredited Repair will be contacting shops to update shop profiles in 2022.
- During discussions of adding shop capability to our look-up tool, Renee shared during our discussion that opinions shared are taking into account the industry as a whole and she is representing the ATA, not her own shop. She wanted to clarify she was not speaking on behalf of her own shop.

5. Confirmation on faxing glass authorization

- Previous action item was closed as it was investigated and a follow-up with Tana revealed the issue was resolved.

6. MPI will share data on tempered counts vs windshield counts for blended rate conversation

- Continued discussing future possibility of moving to a blended rate for Glass Replacement rates. 82% of glass claims would see an increase (windshield rate), while 18% would see a decrease (tempered glass). This would affect “glass only” claims. It was mentioned this was solely for discussion and changes are likely to be made during this agreement. Robert to provide a hypothetical example of the blended rate amount in the action items.

7. SRE approval turnaround time for shops

- Robert advised that for the next while, SRE emails will be prioritized (ensure that SRE is referenced in the subject line of the email).
- Also, NTT provides information on best practices. On initial interaction with the customer, ask the customer if they have SRE coverage, then immediately submit the request. Do not wait until later in the repair process to submit the request.
- SRE is currently an area of our focus for NOVA system enhancements. We are looking to move away from paper-based information which will speed up the process. MPI to review ADAS support requirements.
- Last meeting, there was a conversation of a requirement to upload a picture of a licence plate. We have now removed the licence plate from the example photos, but a reminder that the licence plate requirement was dropped from the rules in April 2021.
- MPI explained, when the standard was developed, the various options investigated to support ADAS calibration needs on glass claims.
- Renee mentioned she sublets her ADAS calibration, and the invoices received are three to four pages with all the information from the sublet. All information



is inserted as an attachment as proof it was complete and who conducted the calibration. Specifically, if it was static or dynamic. A photo of the picture is also shown.

- Invoices don't support what the vehicle has, as MPI has seen examples of billing for an operation that wasn't required as the vehicle wasn't equipped.
- Other feedback: MCG part numbers also include whether the vehicle is equipped with ADAS. A supporting invoice, which is likely required for other reasons, would be enough to support the request for ADAS, reducing the need to upload photos of the ADAS camera. MPI will investigate further.
- Vern shared there are websites that can run a serial number to get a part number, seeing how Mitchell doesn't do full VIN decodes. Vern will send a link to Gord and Robert and see if we can come up with a more efficient way to validate ADAS.

8. Review the training and tooling requirements for Glass

- Tooling requirements were discussed which comes down to having the tools required to complete a proper repair when a shop takes on the claim.
- Training - Reviewed required I-CAR courses. MPI walked through the requirements as posted on the MPI Partners site.
- Half of the 207 shops have done the training.
- For shops to be able to do work for MPI, all four courses need to be completed.
- If there any suggestions on further training or mandatory tooling requirements, please bring them forward.
- It was asked: what percentage of body shops have technicians without these last two courses? MPI will provide that information once it's compiled.
- MPI will be having the conversation with shops regarding outstanding training.
- Lynsey asked what the requirements for accreditation are. Are we meeting the requirements and are the requirements good enough? Gord responded that any review and changes would need to be done with the Program and Accreditation committee.
- Waldemar mentioned that regarding the \$100 cost for the I-CAR courses, shops can reach out to I-CAR and see if their training is considered valid by a 3rd party (if there is in-house training).
- Lynsey advised that on the 'Retrain Manitoba' website incentive offers may exist for up to \$2,000 per person.



Action Items

- 1. Using smart devices to upload images and documents**
 - Robert will get back to committee once Mitchell confirms the progress.
- 2. What percentage of glass shops have technicians without these last two required courses?**
 - Gord to find out and provide info in a follow-up email.
 - MPI will be following up with all glass facilities with outstanding training.
- 3. Demo of shop look-up tool test site to be reviewed when available.**
- 4. MPI will review options of MCG part number descriptions along with invoice requirements as validation of ADAS requirements opposed to requiring photo uploads.**
- 5. NTT release on SRE best practice will be considered vs shop emails when responding to SRE requests.**
- 6. Publishing of standards that were reviewed.**
- 7. Robert to share what the blended rate would be when minutes are released.**
 - The topic of a blended rate was put forward for discussion on the basis of feedback received from the repair industry. Any calculation of a blended rate is hypothetical at this time, as MPI has not analyzed options nor are any rate changes currently being considered. One 'blended' rate using 2021 labour rates and 2019 volumes would be \$50.01 for South and \$70.81 for North.



New Items to Discuss

Improving customer glass claim experience

1. MPI currently only surveys physical damage customers. MPI is working to get a survey completed by glass customers starting in early 2022.
2. Robert seeks a volunteer to work with MPI to map out a customer's journey through a glass claim which will allow us to identify opportunities for improvements.
 - Tana, Renee, and Vern all offered their assistance. Robert will contact the three facilities by email in the coming weeks. This would be done virtually. Approximately 30-60 minutes of your time.
 - MPI offered to walk the committee through our glass claim process.
3. MPI had reviewed manual glass claim volumes to better understand how MPI could shift those claims over to MCG as well as improve our manual glass job aid.
 - Noticeable patterns resulting in improvements to our internal call centre processes were shared. MPI public website updates as well as updates for shop awareness to be released shortly.
 - Majority of manual glass claims are vandalism and are eligible for MCG. Improvement to job aid and contact centre reminder to be sent out. MPI public site to enhance clarity for customers to contact a repair shop and not MPI.
4. Opening a claim with MPI whether PD or Glass was discussed. When a customer contacts MPI to open a claim, MPI opens a claim but that doesn't mean that you have an eligible claim or are entitlement to get it repaired. The process following first notice of loss will determine that.
5. Discussion around when and why a shop is required to provide a police report. Most customers don't have a police report when they open the claim. MPI doesn't turn away a customer when that info isn't available. Customers are required to provide the police report as shops are required to collect it when a claim is taken on by the repair shop. Shops should be confirming loss types with customers so they know to collect police report numbers.
6. Review of the MPI public website has identified several improvements.
 - To improve the customers navigation of our website to ensure they are following the right process of opening a glass claim. As well as updating some outdated information and providing clarity around how to determine whether they need to open a glass claim or a physical damage claim.
 - Our call centre glass hold message has also seen some updates recently to improve the customer's experience.
 - A review of the related glass standard was completed, and additional information was added to provide clarity to shops and customers. If there is any paint or physical damage, it is NOT eligible for strictly a glass claim.
 - Discussion around some confusion regarding "not accredited rates" for glass shops and who can handle some PD part replacements. Future claims are to be



forwarded to Accredited Repair to be reviewed. Internal procedures for estimating and adjusting will be reviewed to ensure communication with shops is consistent.

- One of the areas on our public site is increased awareness of ADAS calibrating. MPI wants to provide the customer the proper information so they understand their options and they can make an informed choice.

Glass shop process improvements

1. Global parts list built into MCG
 - MPI is archiving unused entries, renaming and reorganizing items to reduce efforts.
 - Robert will email that list out in near future to get some feedback on the approach.
2. MPI is looking at the reasons why a glass repair facility would reach out to the GAU via phone or email to understand why, and the impacts of changing process allowing a shop to self-serve to reduce administrative efforts for shops and expedite the claim process.

MPI Partners site glass page improvement

- Robert to email committee once changes go live.

Action Items

1. Next meeting, MPI will do an end-to-end walkthrough of MPI's glass process.
2. Robert would contact Tana, Renee, and Vern in the coming weeks to work with MPI to map out a customer's journey through a glass claim which will allow us to identify opportunities for improvements.
3. MPI to provide clarity, internally and externally, on glass shops being able to complete PD damages by processing a PD claim. Eligible rates were discussed. MPI will update committee on progress which will result in an NTT and internal procedure updates.
4. Robert will email MPI's draft of global parts list from MCG in the near future to get some feedback on the approach.
5. MPI Partners glass page improvement; Robert to email committee once changes go live.



Round Table

- A comment was made that 50% of claims don't get assigned to the shop when opened by the contact centre. MPI responded with the fact that most customers are quick to open a claim but haven't decided which shop they want to repair their vehicle. Most customers don't call MPI back, they contact a repair shop who has to contact GAU to have the claim assigned. The GAU doesn't come across a high volume of unassigned claims.

Next Meeting:

- Email to be sent to set next meeting

Meeting adjourned at 3:30 pm.

Glass Committee

January 10th, 2022



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Agenda

1. Action items from last meeting's agenda.
 - a. Mitchell Cloud Glass
 - MPI to review MCG system availability times
 - Check in on MCG system performance
 - Challenge in uploading photos one at a time
 - Using smart devices to upload images and documents
 - b. Glass Standards & Windshield Repair job aid
 - c. MPI Shop look-up tool
 - d. Confirmation on faxing glass authorization
 - e. MPI will share data on tempered counts vs windshield counts for blended rate conversation.
 - f. SRE approval turnaround concerns
 - g. MPI to review ADAS support requirements
 - h. Review the training and tooling requirements for Glass
2. New items to discuss
 - a. Improving Customer Glass Claim experience
 - b. Glass Shop process improvements
 - c. MPI Partners site Glass Page improvement
3. Round table
24. Next meeting



Mitchell Cloud Glass

1. MPI to review MCG system availability times
 - [NTT-eGlassClaimSystemAvailability \(mpipartners.ca\)](https://mpipartners.ca/NTT-eGlassClaimSystemAvailability)
 - The issue isn't Mitchells availability but MPIs.
 - MPI can't expand system operating hours. This is due to having to take AOL & CARS down to perform batch updates which MCG relies on communicating with our system to operate.
2. Check in on MCG system performance
 - Any updates from trade
3. Challenge in uploading photos one at a time
 - We've spoken to Mitchell and they are looking into this enhancement to allow multiple uploads to be done at one time.
4. Using smart devices to upload images and documents
 - This can be done today using a tablet or smart phone as the product is web based. Take an image of the vehicle on your phone, use phone to log into MCG and upload using your phone.
 - An upcoming IOS update will improve this ability as currently certain screens may be difficult to view but once corrected it will be easier.



Glass Standards Updates & Repair Job Aid

Two draft Glass standard updates were sent to committee and feedback received. MPI will be publishing both in the coming week as a draft for 30 days.

1. Windshield Repairs

- Suggestion that we set limits on chip repairs per windshield
- Suggestions that we no longer repair cracked windshields

2. Glass Allowances – No feedback

- Glass clean-up enhanced clarity to reduce confusion based on trade feedback.
- Clarity around when a shop is eligible for clean-up time vs when it's already included in the NAGS labour.



Windshield Repair Job aid

A Visual job aid has been requested as being useful when explaining to shop staff or customers the eligible vs not regarding windshield repairs. This job aid aligns with the upcoming Glass Repair Standard that was shared with the committee that will be published following our meeting.

Following our meeting we'll hand it off to our web team to create the final product which may have some color and formatting differences but information will be the same.

Windshields can be Repaired when:

Eligible if crack is less than 13 inches in length.

Critical viewing area (wiper sweep):
Limit of 2 chips if greater than 1 inch.

No limit on chips if damage is less than once inch. Consider proper and cost effective repairs

Important: Windshield repairs must be in compliance with the Manitoba Highway Traffic Act.

Not eligible when both ends of the crack meet the glass edge.

If a repair is completed on the driver's side wiper sweep, the customer must sign the Windshield Repair Waiver.

- The damage isn't a previously failed repair.
- The damage isn't over a heated windshield element.
- The damage isn't over any sensor or camera system.
- Chip more than one inch, anywhere, max four (including in critical viewing area).
- There isn't pre-existing damage (such as a long crack) that doesn't qualify for repair.

Refer to MPI Partners site for more details

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MPI Updates

1. MPI Shop look-up tool feedback

- UAT version being created hopefully in time for next meeting.
- Accredited Repair will be validating shop capability in 2022. Shops should keep MPI up to date with any tool purchases that increase their capabilities.

2. Confirmation on faxing glass authorization

- Confirmed with Tana there is no outstanding issue. Closed.

3. MPI will share data on tempered counts vs windshield counts for blended rate conversation.

		Fiscal 2020
Glass Claim Type	Part Type	Claim Count
REPLACEMENT	Windshield	29,822
	Tempered	6,645
	Multiple Glass	176
Replacement Total		36,643

- Adjusted replacement = 36,467:
- 82% of glass claims would see an increase, where 18% would see a decrease.



MPI Updates

1. SRE approval turnaround concerns

1. Feedback from last meeting was the delay that facilities deal with when trying to get confirmation on SRE coverage.
2. MPI actions:
 1. MPI has drafted a NTT reminder on how best to deal with SRE confirmations. Best practice is to contact MPI to confirm SRE at time of initial customer contact and not later in process allowing shops to get a response prior to customer vehicle pick up.
 2. GAU process change. Searching Email mailboxes to expedite SRE confirmations opposed to order of received date.



MPI to review ADAS support requirements

Supporting ADAS requests conversation.

1. Currently Photo of camera required to support ADAS calibration.
2. Previously investigated
 1. OEM repair procedures – challenge for shops who couldn't obtain them from the sublet facility or AM tools didn't have the capability of printing procedures.
 2. Screen shot of the final step of calibration or screen indicating that the calibration was complete, but there was inconsistencies in the end result based on the tools being used.

All options resulted in requirement to obtain and upload to MPI.

The simplest option was a image requirement showing a camera was present. Looking ahead as more vehicles contain ADAS as standard equipment we can investigate requirements in the future.



Training and tooling requirements

1. Committee wanted to review Training and tooling requirements for Glass.
2. Open discussion
 1. Tooling: Shops are to have the tools required to complete a proper repair.
 2. Training

These are the current courses [Light Vehicle Repair Facilities - Training Requirements \(mpipartners.ca\)](https://mpipartners.ca)

1. NS030E01 – Movable Glass Removal and Installation (Previously – GLA01)
2. ST050E01 – Fixed Glass Removal and Installation (Previously – GLA02)
3. EA095E01 – Damage Analysis of Stationary Glass
4. EA070E01- Damage Analysis of Driving Assist Systems



New items to discuss

Improving Customer Glass Claim experience

- Improvements to customer website, Contact Centre, Internal procedures and Customer survey.
 - Ensuring eligible MCG claims go MCG.

Glass Shop process improvements

- Global parts list cleanup and order of list
- Review underway allowing shops to reduce emails into GAU for claim changes.
- [Glass Claims with Physical Damage](#)
- Improvements to how to prevent a manual glass claim

MPI Partners site Glass Page improvement

- Preview shared of what changes we're implementing



MPI Partners site – Glass Only Claims

- Reducing the search time for users
- Top current vs bottom upcoming change

The screenshot shows the MPI Partners website header with the logo and tagline "Partnering with Manitoba's Automotive Repair Industry". Navigation links for "Home" and "Contact Us" are in the top right. A horizontal menu contains "Light Vehicle Claims", "Commercial Claims", "Glass Only Claims", "RV, ORV & Motorcycle Claims", and "Vehicle Safety". Below this is a breadcrumb trail "Home > Glass Only Claims". A sidebar on the left lists "Glass Only Claims", "Notices to Trade", "Forms", "Policies & Procedures", "Training", and "Glass Standards" (highlighted in blue). The main content area is titled "Glass Only Claims" and contains links for "Notices to Trade", "Forms", "Policies & Procedures", and "Training". A footer contains "Disclaimer" and "Copyright © 2013 Manitoba Public Insurance".

This screenshot shows the same MPI Partners website but with a detailed list of news items under the "Glass Only Claims" heading. The sidebar menu is identical to the previous screenshot. The news items are as follows:

- [Notices to Trade](#)
- [Policies & Procedures](#)
- [Forms](#)
- [Training](#)
- [Trade In Authorization](#)
- [Windshield Repair Waiver](#)
- [How to Prevent Manual Glass Claims](#)
- [Mitchell Cloud Glass Transition Release Notes](#)

December 7, 2021 - Mitchell Cloud Glass (MCG) Release
December 3, 2021 – Paid Glass Only Claims Reporting
November 26, 2021 - Industry Consultation Meeting Items Now Available
November 23, 2021 - MPI Temporary Third Party COVID-19 Pandemic Policy
November 19, 2021 – Shop Support Update – New Resources now available
November 15, 2021 – Northern Consultation
November 10, 2021 - Data Centre Maintenance - MCG
November 3, 2021 - Shop Support Update
November 1, 2021 - Clean and Disinfect Allowance
October 26, 2021 - Update to Registration Cards
October 18, 2021 - Liability Insurance Requirements
October 8, 2021 – eGlass Transition to Mitchell Cloud Glass
September 28, 2021 - Update to Glass Authorizations
September 7, 2021 - Data Centre Maintenance - eGlass
August 31, 2021 - Retroactive Payments Claims
August 30, 2021 - Requesting ADAS Calibration on Glass-Only Claims
August 3, 2021 - eGlass System Updates for 2021 LVAA
June 9, 2021 - Data Centre Maintenance - eGlass
May 10, 2021 - Incorrect Deductible in eGlassClaim Resolved



Questions & Round table

