



Glass Consultation Committee Minutes

August 19, 2024

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

Committee Attendance

- Vern Sisson, Industry
- Tana Carpenter, Industry
- Robert Ferreira, MPI
- Gord Froese, MPI
- Denis Cloutier, ATA
- Trevor Kindrat, Industry

Regrets:

- Lynsey Wilson, MMDA
- Renee Sicotte, ATA
- Waldemar Koos, MPI
- Sandra Lawless, MPI

Updates to Prior Actions

MPI

- ADAS Calibration
 - Update will be provided at the Technical and Parts Consultation Committee Meeting based on results of our Labour time study.
- Email template request for shop emails sent to Glass Audit Unit (GAU).
 - New email templates will provide shops with the top reasons for the emails they send to GAU. Shops can use these templates to ensure all vital information is provided and to reduce the occurrence of multiple emails between them and GAU.
- Offsite glass replacements
 - If shops are completing offsite repairs, this should be brought to MPI's attention. This doesn't apply to sublets being done within repair facilities, but those done outdoors or in buildings that do not meet municipal requirements.
- Clean up of EV claims on the MPI Partners site was completed.
- Working with IT to direct manual glass claims sent from the GAU mailbox to shops instead of Contact Centre staff.



- Request to provide shops with a brochure to answer common claimant questions, as well as a virtual copy found on the MPI public site and MPI Partners site.
 - MPI is working on this and will share a rough draft outlining the topics prior to sending to our external communications team.

Discussion Topics

- Add Note and Email Carrier button implemented.
 - Shops can now contact GAU within MCG, as opposed to email. Email is still an option.
- Connecting with glass shops
 - Accredited Repair Inspectors will be contacting all glass shops to update contact information, answer questions, collect feedback, and share reminders.
- End of first term for Glass Committee members
 - Big thanks to the Glass Committee members for their dedication to this committee. An NTT will be released to seek new committee members. Existing members are welcome to apply again if interested.

Round Table

- Does MPI no longer send authorization numbers after quote approvals?
 - MPI will review internal procedures and let the committee know. If the shop has an email confirmation from MPI regarding what MPI has approved, there is no need for an authorization number.
- Shop capability was discussed.
 - MPI was asked if they have a tooling requirement for glass shops. MPI indicated that minimum tools are required to replace glass, and all accredited shops have them. The repair technician requires a minimum of three years of experience. MPI inspects a number of repairs by the technicians at early stage of their accreditation.
- Glass authorization is printing on two pages periodically. Claim number was provided to investigate issue.

Action Items

MPI

- Share new GAU email templates for feedback in two weeks.
- NTT to be sent out to seek new committee members.
- Accredited Repair Inspectors to contact glass shops.
- MPI to share a draft of the common claimant questions brochure for feedback in two weeks.
- MPI to review process for authorizing quotes.



Next Meeting

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

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

Glass Committee

August 19, 2024



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Agenda

- Updates to Prior Actions
 1. ADAS Calibration
 2. Shop emails to GAU – Templated requests
 3. Glass replacements offsite
 4. Work on getting EV claims cleaned up on the MPI Partners site.
 5. Work with IT to have manual glass claims coming from the GAU mailbox to shops instead of call centre staff.
 6. 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.
- New Items
 1. Add Note and Email Carrier” button implemented
 2. Glass Shop Contact
 3. End of first term for Glass Committee members
 4. Round Table



Updates to Prior Actions

- Updates to Prior Actions
 1. ADAS Calibration
 1. Information review complete
 2. Review with MPI leadership in progress
 3. Information sharing with Committee next. Date TBD
 2. Shop emails to GAU – Templated requests
 1. To reduce back and forth emails we are working on templates that shops can use to ensure their requests include all required information to speed up approvals.
 3. Glass replacements offsite
 1. MPI will be speaking to all shops about offsite repairs when identified.



Updates to Prior Actions

- Updates to Prior Actions
 1. Work on getting EV claims cleaned up on the MPI Partners site.
 - ▶ Completed.
 2. MPI to work with IT to have manual glass claims coming from the GAU mailbox to shops instead of call centre staff.
 - ▶ Investigating possibility of this change but are also working on moving 100% of glass claims to MCG.
 3. 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.
 - ▶ In progress.



New Items

- New Items
 1. Add Note and Email Carrier” button implemented
 - ▶ Allows shops to work in MCG alone opposed to email and MCG.
 2. Glass Shop Contact
 - ▶ Accredited Repair will be contacting all glass facilities to update information, cover reminders and collect feedback.
 3. End of first term for Glass Committee members
 1. NTT to be released looking for new members
 2. Thank you to existing members for their open feedback and contributions to improving our Glass Program.



Question & Round Table

