



Glass Consultation Committee Minutes

January 6, 2026

10:00 a.m. to 12:00 p.m.

Committee Attendance

- JM Champagne, Industry
- Vern Sisson, Industry
- Pierre Debreuil, Industry
- Rob Boyce, ATA
- Denis Cloutier, ATA
- Waldemar Koos, MPI
- Gord Froese, MPI
- Sandra Lawless, MPI
- Chris Luky, MPI

Regrets:

- Lynsey Beer, MMDA
- Robert Ferreira, MPI

Updates to Prior Actions

- Enhancements to Mitchell Cloud Glass (MCG) remain ongoing. Thirteen enhancements are currently in various stages of investigation or development. Projected timelines were shared via presentation materials.
- Previously identified action items related to documentation, communications, and standards updates were reviewed for status and completion.

New Items

Glass Repair First – Operational Update

- MPI provided an overview of current response times for Glass Audit Unit (GAU) requests, noting variability based on time of day and volume, with overall turnaround generally maintained within established service expectations.
- Preapproval activity metrics were shared, including average daily volumes and denial rates, to provide context on program performance.
- MPI advised that an upcoming Notice to Trade (NTT) will reinforce best practices intended to reduce processing delays and improve consistency. [Glass-Cons...an-2026 V5 | Word]



Round Table

The committee discussed several operational and policy-related topics, including:

- MCG functionality and usability, including claim handling scenarios, visibility of approval features, and system behaviour under specific policy conditions.
- Process consistency, particularly related to claim setup, approvals, and follow-up communication.
- Eligibility considerations, including examples of damage not considered an insurable loss.
- Business-use vehicles and SRE policies, with discussion on prioritization, communication timing, and clarity of expectations.
- Education and oversight, including technician capability, accreditation processes, and comparisons to other jurisdictions' training models.

Discussion focused on identifying areas for further review, clarification, or potential future enhancement rather than resolving individual claim scenarios.

Action Items from new items

1. MPI to review feasibility of allowing multiple concurrent claims within MCG where applicable.
2. MPI to submit a change request to Mitchell regarding improved visibility and clarity of the Windshield Replacement Approval feature.
3. MPI to issue a follow-up NTT clarifying claim eligibility for specific MCG features based on claim open date.
4. MPI to investigate reported MCG behaviour related to mileage entry and deductible calculation on SRE policies.
5. MPI to consider process options for prioritization of business-use vehicles where appropriate.



Action Items from previous items

MPI continues to work with Mitchell on reducing manual glass claim processing and streamlining MCG workflows.

Communication and documentation updates previously identified have been completed or shared, including reminders to accredited shops and published guidance on MPI Partners.

Updates to glass standards, including heated glass information and estimating references, have been incorporated or shared with the committee.

Next Meeting

TBD - Please forward any topics to Chris Luky that you would like to see on the next Agenda.

Meeting adjourned at 11:10 am