



## Glass Consultation Committee Minutes

September 15, 2022

2:00 p.m. to 4:00 p.m. – Virtual Meeting

### Committee Attendance

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

### Regrets:

- Steve Lupky, MPI
- Waldemar Koos, MPI

---

### *Action Items from previous meeting's agenda (July 11, 2022):*

### Completed Actions

---

1. **Best Practices for Glass Claims Process** – Shared with Committee and now available on Partners site.
2. **Converting Glass Claim to PD Standard** – Finalized and published August 8th. Clarifying process to work through PD side of damage if interested/capable. This avoids going through recycled part process.

### In Progress Updates

---

1. **Improvements to the glass authorization form and process**
  - Still working on this. MPI trying to make this happen. Option would be to have a separate English and French form; this would condense down to 1 page. Depending on workflow/admin process. Still want customer authorization. May not be able to print from Mitchell Cloud Glass. Shops may be able to have an off-line form that can be printed and have customers sign-off on that, as an option for shop. Further update by next committee call most likely. Mitchell has been provided with all necessary info.
2. **Mitchell Cloud Glass Requests**
  - Currently testing ability for shops to be able to add moldings when the glass ends in 'Y'.
  - Looking at giving shops the ability to delete what they've uploaded in error to MCG.



### 3. Installation of windshield on RV at Vern's facility

- Want to have a better understanding of RV related standards. MPI to review standards and to ensure we have enough info and shops have clarity, will help to create a job-aid. Looking at process with Mitchell Cloud Glass and current limitations. Will continue to work with Vern and our Commercial Claims Department to hopefully make some improvements.

### 4. Compensation

- MPI has published increases to compensation. Just released NTT notifying PD and Glass system changes are available at this time.

## *New Items to Discuss*

### 1. Glass Shop Material System and Process Improvements:

- MPI wanted to reduce the need for shops to reach out to the GAU team. Currently, shops don't have the ability in all cases to self-serve. Because adding a clip or retainer is not available in Mitchell Cloud Glass, the current process is for shops to contact GAU to add it manually. Shops would be able to self-serve using standards.
- If clips exceed \$10 then use the global parts entry and add to invoice and submit for payment.
- Standards will be published by end of today. System will be updated.

### 2. Planning for Upcoming Town Halls:

- Planning for Town Hall Sessions at the end of November. No dates confirmed yet.
- Will have in-person sessions as well as virtual sessions.
- Winnipeg and Brandon will be in-person sessions.

#### Agenda Ideas thus far:

- General MPI Update
- MPI Committee Chairs
- Update from ATA
- Update from MMDA
- Update from Committee Members
- Q&A
- Robert asked if any members had other suggestions for the agenda. Email Robert and/or entire group with suggestions.
- Denis Cloutier mentioned he and Lynsey would meet to discuss the updates beforehand. Timeline achievements throughout the last year (this was discussed at Tech Committee)



- MPI will work with each committee to have a consensus from the groups on what would be presented at the Town Halls.

### 3. MPI Glass Customer Survey Experience:

- Robert went through the survey results with the committee.
- MPI will now regularly survey customers about glass.

### 4. Future work:

- Is there anything that we haven't looked at that could be reviewed by the committee? Re: Standards/procedure.
- Discuss what areas we want to continue to look at.
- Enhance Standards that may require clarification.
- Committee felt that the pressing issues have been addressed and we can continue to work on what comes up over time.

### *Roundtable Discussion*

- When did customer survey start for MPI to call customers for glass? MPI advised it was around March 2022. Robert to confirm and advise the committee.
- Question around why customers would be so open with feedback on the Glass survey. MPI responded with, "You tend to get more open feedback on confidential surveys."
- It was asked if this committee could get a copy of the questions asked on the survey. Robert would look into obtaining and sharing a copy.
- Several Committee members felt that the results of the survey were very good.
- Comments about the Glass Committee: Good communication, being open, and being positive. Committee has seen continuous improvement. Committee needs to stay active.
- MPI suggested if you come across a claim example whether it happens once or frequently, it's worth looking at the rule or process.
- MPI asked that this committee engage with their members and industry to bring forward items that could be discussed and would have value for committee to focus on as a group.
- MPI will meet shortly about upcoming town hall. Once the structure/format has been set up, they will meet to discuss what will be presented and share with the committee in advance.

### *Action Items*

1. Vern - Cloud Glass - Remote starter: it asks to select which windshield when I already added the windshield to the claim. Why? MPI to look into.
2. Renee - glass survey: When did that start? Get a date to share.



3. Renee – glass survey: Requested questions used for our glass survey. MPI to look into sharing.
4. Requested that committee engage with members of industry for other opportunities for us to investigate.

**Meeting adjourned at: 2:57 pm**

# Glass Committee

Sept 15, 2022



MANITOBA  
PUBLIC INSURANCE

# Agenda

1. Action items from last meeting:
2. New items to discuss
  - Glass Shop Material system and process improvement.
  - Planning of upcoming town hall.
  - Future work
  - MPI Customer Glass Survey
3. Roundtable



# Updates to Previous Action Items

Action Item	Status
MPI will share a best practice Glass Process reference document with committee by 7/15/2022.	Complete and Published
MPI to setup a call to discuss glass authorization form current process with Tana and Vern.	Complete, Met with Tana. MCG enhancement request submitted for eform to condense to one page. Offline one page version under development
MPI to share Converting Glass to PD claim standard Draft with the committee based on changes to parts procurement improvements for feedback.	Completed – Published Aug 8, 2022
MCG enhancement requests.	In progress: <ol style="list-style-type: none"> <li>1. Shops to add mouldings when Glass ends in Y.</li> <li>2. Deleting shop attachments ability.</li> <li>3. Investigate authorization form reduced to one page.</li> </ol>
MPI review of RV windshield replacement claims.	<ol style="list-style-type: none"> <li>1. MPI to create a job aid that will allow shops and MPI staff to support the hours requested for a RV Windshield replacement due to lack of published labour.</li> <li>2. Review of all related standards.</li> <li>3. Robert to continue to work with Vern.</li> <li>4. MPI to view additional replacements.</li> </ol>



# Updates to Previous Action Items

Action Item	Status
<b>MPI to provide updates on Compensation review impacted by inflation when available.</b>	<ol style="list-style-type: none"><li>1. MPI has published increases to Compensation.</li><li>2. System changes to be available Sept 15<sup>th</sup>.</li><li>3. Retro payments to be available early Nov.</li><li>4. Updates to Standards available Sept 15<sup>th</sup>.<ul style="list-style-type: none"><li>• Glass Allowances</li><li>• Labour Rates</li><li>• NAGS Glass Discount</li><li>• Shop Materials</li></ul></li></ol>





# Glass Shop Material System and Process improvement

- Manitoba Public Insurance applies shop materials on tempered glass and windshield glass labour rates according to the rates on the [Labour Rates Glass Only](#) standard and Compensation schedule.
- When shops are using Mitchell Cloud Glass (MCG) to process claims, shop materials allowance will be automatically calculated and added on the total labour hours on the claim.
- The Windshield shop materials rate will be inclusive of any of the following items that are under \$10: *This list is not exhaustive*

- Windshield clips
- Fasteners clips
- Retainers
- Nuts
- Bolts
- Inserts
- Grommets
- Clamps
- Retainers
- Rivets
- Screws
- Shims
- Spacers

- Urethane (sealant) rate is listed outside of shop material allowances and outlined in the [Glass Allowances](#) standard.
- Process change to reduce shop emails to GAU
- Any of the above items that are more than \$10 each can be added to the invoice using a new Global Part entry and attaching a supporting invoice opposed to emailing GAU.



# Planning of Upcoming Town Hall.

Dates: End of November

Location: TBD

Format: In Person sessions in Winnipeg, Brandon & Virtual

Agenda: Thoughts thus far may include:

1. Updates from MPI
2. Updates from MPI Committee Chairs
3. Updates from ATA
4. Updates from MMDA
5. Updates from Committee Members

Details of presentation

1. Changes since 2021 LVAA Start
2. MPI results of current programs. PA/DR/KPI/Glass/LVAA/Other
3. What's coming...
4. Q&A



# MPI Customer Glass Survey

MPI will be sharing some high-level feedback from Customers regarding our first ever Glass Claim experience survey.

## Customer Satisfaction (CSat) with glass claims overall is 94%.

- Glass replacement: 94%;
- Glass repair: 96%;
- both repair & replace: 86%.
- Point of contact
  - MPI as first contact: 85%;
  - Repair shop as first contact: 94%.
- Catchent
  - Territory 1 (Winnipeg area): 90%;
  - Territoires 2-4: 97%.
- Ages
  - 18-34: 90%;
  - 35-54: 93%;
  - 55+: 96%.

Additional E<sub>3</sub>SA beacon measures show positive impressions of the glass claim experience, particularly with respect to interactions with glass repair shops:

By First contact	MPI	Shop
Ease:	87%;	95%.
Effective:	87%;	95%.
Emotion (positive experience):	77%;	93%.
Feel like a valued customer:	78%;	92%.
Advocacy (would say good things) (MPI):	84%.	N/A
Advocacy (Net Promoter Score - likely to recommend) (Shop):	N/A	83%.
Direct reporting to shop NPS:	N/A	88%



# MPI Customer Glass Survey

- The most common suggestion for improvement regarding the glass claim overall is to *provide clarity of my coverage / if need to pay deductible*, followed by *have better repair quality / more skilled staff*.
- Customers are quite satisfied with reporting and registering their claim, both through MPI (85%) and shops (95%). *The most common suggestion for MPI claim reporting is to reduce time it takes / too long on hold*; and for *shops the most common suggestion was to be friendlier / more professional*. Additionally, a regular suggestion for claim reporting improvement at both MPI and shops is to *provide clarity of my coverage / if need to pay deductible*.
- Most (94%) are satisfied with the service received at the shop when the glass was repaired. The most frequent suggestions for shop service improvement are *better repair quality / more skilled staff / shop caused additional damage, and to be timelier with repair / minimize delays (including waiting for parts)*.
- A third of customers (33%) who opened their glass claim by contacting MPI were aware that they could go directly to a repair shop to open the claim. Awareness tended to decrease with age.
- Most customers did not use the MPI website to find out information related to glass claims; *only 13% overall indicated they used the website*, though this was higher for customers aged 18 to 34 (24%), Winnipeg region customers (18%), and those who opened their claim by contacting MPI (17%).
- Similarly, *only 11% of customers overall used the Find an Accredited Repair Shop search tool*, though this was higher for 18 to 34-year-olds (21%), Winnipeg region customers (17%), and those who opened their claim by contacting MPI (18%).
- Among those who indicated they had their windshield replaced and have Advance Drive Assist Systems (ADAS), about three quarters (74%) *indicate the repair shop explained the nature of ADAS calibration*.
- About one in 20 (4%) customers reported having additional contact with MPI after opening their claim.



# Future Work

- Discuss what areas we want to continue to look at?
- Enhancing Standards that may require clarification
  
- Topics outstanding that we've discussed:
  1. Image requirements – Validation of loss
  2. Glass KPIs investigation – MPI Internal only
  3. MCG enhancements to correct peril listed options
  4. Enhancement to MPI Public Site regarding Glass
  5. Shop Look up tool enhancements
  6. Continue to find improvements to Glass process



# Questions & Round Table

