



Glass Consultation Committee Minutes

November 1, 2021

1:00 pm to 3:00 pm

Committee Attendance

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

Introductions

Steve Lupky, Director Physical Damage, MPI shared some welcoming comments, and opening remarks on the importance of the committee to the consultative process.

All committee members introduced themselves with a high-level background.

Terms of Reference

Steve Lupky reviewed the Terms of Reference with the committee. There was overall consensus with the terms as outlined.

The Terms of Reference will be posted to the Partners Site, along with the names and email addresses of the committee members for industry awareness. The minutes of each meeting will be circulated to the committee members for review and then posted on the Partners Site under Industry Consultation.

It was agreed that the Minutes will be kept at high-level to reflect key discussion points and Action Items.

MPI Updates

Robert Ferreira provided an update on a number of items and requested feedback. The slide deck will be attached to the minutes and posted to Partners as well.

Mitchell Cloud Glass check in

- With Cloud glass released on October 27, 2021 MPI wanted feedback on how the changes went. Trade feedback was that since the update the system takes up to 45 seconds to respond. MCE is experiencing the same issue.
- A discussion was held on the overall use of MCE and individual perspectives shared into some of the challenges. A question was raised



about being unable to submit a claim before 7 a.m. Note - System availability is available on Partners. [NTT-eGlassClaimSystemAvailability \(mpipartners.ca\)](http://mpipartners.ca) MPI will review current system availability times.

- A discussion was held on process enhancements within MCE. Questions were asked about changes to fax requirements and the ability to upload photos from a smartphone. MPI will review and confirm.
- MPI will continue to look at ways of reducing manual glass claims and improving the manual glass process. MPI is looking to add to the job aid to help shops avoid manual glass claims. A key piece is what do customers not supply that moves it to a manual claim. Recently MPI moved from fax to email in release to shops, although some hand writing is still required in order to submit to MPI.

Action items

- Waldemar will investigate the system concerns and document upload changes.
- Confirmation on faxes and photo uploads.
- MPI to review claim reporting times with Mitchell and confirm to the committee.

Glass standard update

- Earlier this year MPI Updated the Glass standards while adding procedures and best practices to improve clarity and merged standards to reduce overall number.
- Future continuous improvements to the standards will involve feedback from the Glass Consultation Committee.
- MPI will circulate a draft windshield repair standard job aid, and updates to the Windshield Repairs and Glass allowances.
- MPI would like feedback on reducing administration efforts for repair facilities. – Example of now shops can ask for ADAS calibration themselves rather than going through MPI. Reduction of 3000 emails a year. Currently MPI receives industry feedback through SRA's, ARIs, GAU and other MPI leadership conversations with repair facilities and association members. This committee will be important in providing industry feedback.
- A question was asked if MPI would consider adding an admin fee to glass claims. Steve noted that the LVAA and compensation schedule was just established, and MPI would not be adding an administration fee for glass. As we move forward MPI welcomes industry feedback on any compensation items.



- The issue of required photos was discussed, and this will continue to be reviewed to streamline the process. MPI will review the photo requirements around ADAS and report back to the committee.
- An app to help shops upload images and documents to MCE similar to RC Connect would be beneficial. MPI will look into this further and report back.
- What rules or standards are pinch points for the trade? Please bring forward for future agenda items.

Action items

- MPI to circulate draft standard changes and job aid
- MPI to review photo requirements and options for uploading to MCE

Industry glass trends

- MPI reviewed the Glass Industry trends currently posted on the Partners site. MPI is looking at enhancing the information available, and is considering adding repair and replace counts.

Glass look up tool

- Discussed the option of the MPI Glass Shop look up tool being merged with physical damage look up tool, and what types of shop information should be included.

Action items

- The committee will review the look up tool at the next meeting.
- Committee members to provide feedback/suggestions to Robert Ferreira on how the glass industry would like to see the look up tool enhanced.

Covid Cleaning & Sanitizing Allowance

- The program was to run during the Province of Manitoba's state of emergency.
- With the state of emergency ending on October 21, MPI reassessed the program and will discontinue paying the allowance as of December 31, 2021.
- This additional two months past the ending of the state of emergency will provide shops time to transition.
- A Notice to the Trade will be sent in the next week or so.



Northern Town Hall

Steve Lupky provided an overview of a town hall meeting held in Thompson Manitoba with the northern repair facilities on September 22, 2021.

- Eric Herbelin and Steve attended on behalf of MPI.
- The meeting was an opportunity to hear directly from the northern shops on the issues and unique challenges they face.
- Based on the information provided and the feedback, the 20% northern differential will now be added to Windshield repair and crack allowance, and glass tint film.
- An NTT will be shared in the next while with the details and effective date.
- A suggestion that was put forward by northern shop representatives was for MPI to consider a single rate for glass claims. MPI is interested in feedback on this however confirmed the current rate schedule is established for 4 years, with a commitment to no reductions to rates.

Action item

- MPI to put the topic on the next agenda and bring back numbers on windshield and tempered glass ratios.

Other Items

Training and equipment for glass

- Shop capability on training and equipment was discussed.

Action item

- The next agenda to include discussion on the topic of training and tooling.
- MPI recognizes the Partners site does not navigate well. Planning to make improvements to the overall site and eventually redesign it.

Next Meeting:

- The next consultation committee meeting is scheduled for Monday January 10, 2022 from 1:00 to 3:00 pm

Meeting adjourned at 2:45 pm

Glass Committee

November 1st, 2021



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PUBLIC INSURANCE

Agenda

1.Introductions

2.Terms of Reference

3.MPI Updates:

- Industry glass trends
- Mitchell Cloud Glass
- Glass standard updates
- Covid Cleaning
- Glass look up tool

4.Northern town hall

5. Other items

6.Next meeting



MPI Updates - Industry glass trends

- Covid hasn't had as large of an impact on Glass as it has on Physical damage claims.
- What have you experienced during the past 1.5 years as it may or may not be relate to Covid? Industry check in.

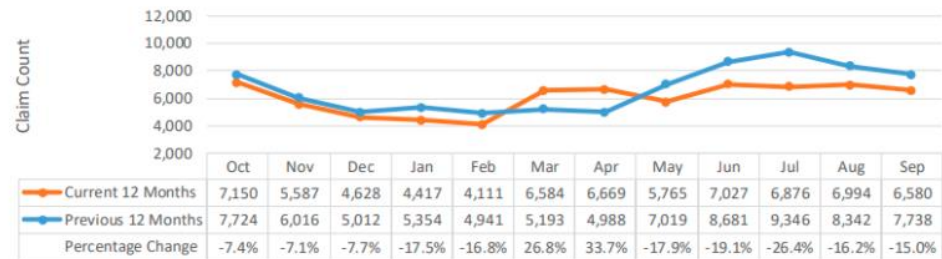
GLASS CLAIM REPORTED and PAID RESULTS AT THE END OF SEPTEMBER 2021

Glass Only Claims Reported by Period

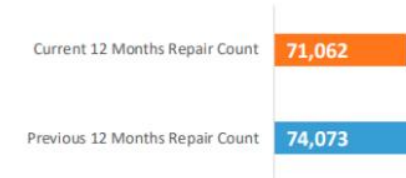


Year-Over-Year Difference: -7,966

Glass Only Claims Reported



Glass Only Claims Paid by Period



Year-Over-Year Difference: -3,011

Glass Only Claims Paid



Based on Month of Payment



MPI Updates:

- **Mitchell Cloud Glass**
 - Available to Manitoba Industry on Oct 27th.
 - Improvements in Part look-ups, Technical information, Administrative access.
 - Moving to Cloud glass will now allow MPI to make additional improvements that will benefit the Glass Industry.
- **Glass standard updates**
 - Enhancements done earlier this year to improve clarity
 - Documented procedures created to go with application of standards
 - Merged standards resulting in reduction of standards
 - Documented standards that have been in practice for years
 - Continuous improvement to take place and involve this committee.
- **Covid Cleaning Allowance**
 - Dec 31st will be the last eligible day for this allowance as state of emergency has now ended. MPI is allowing for an extension due to work in progress.



Standards under review

Looking for your feedback on the following that will be shared following this meeting.

1. Windshield Repair Standard

- Enhanced clarity under Repair rules based on trade feedback. Resulting in more repair eligibility.
- Provided clarity under ineligible repairs for cracks, grazes and pitted.

2. Windshield Repair Standard Job Aid

- Visual aid to support shops and customers regarding eligible vs not eligible.

3. Glass Allowances

- 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.



Reducing Glass admin efforts

Giving shops more self serve options to add operations that currently require MPI to add to the claim. MPI will shift efforts to post payment audit to ensure compliance.

- ADAS calibration requests – Completed
- Glass Clean up – Investigating
- Looking for other suggestions



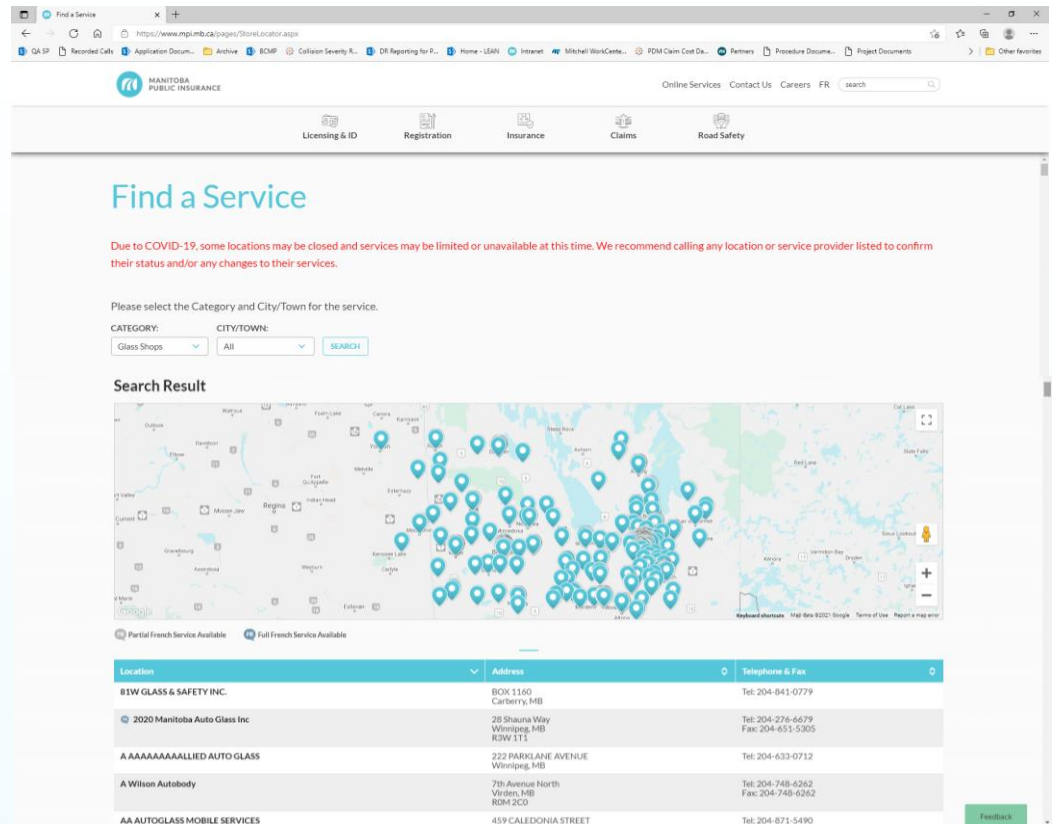
MPI Updates - Industry glass trends

- Based on some Industry questions MPI wanted to provide you more info on MPI Partners around the repair and replace trends.



MPI Updates - Glass look up tool

- To improve the customer experience MPI is looking at merging it's Physical Damage and Glass shop look-up tool into one customer tool.
- Improving the use of the tool and our ability to update more timely.
- Looking for feedback as to what the Glass Industry would like customers to consider when selecting a Glass Repair facility and how the tool can assist in making an informed choice.



The screenshot shows the 'Find a Service' page on the Manitoba Public Insurance website. The page has a navigation bar with categories: Licensing & ID, Registration, Insurance, Claims, and Road Safety. Below the navigation is a search bar and a 'Find a Service' heading. A red notice states: 'Due to COVID-19, some locations may be closed and services may be limited or unavailable at this time. We recommend calling any location or service provider listed to confirm their status and/or any changes to their services.' Below this, there are dropdown menus for 'CATEGORY:' (set to 'Glass Shops') and 'CITY/TOWN:' (set to 'All'), followed by a 'SEARCH' button. The search results are displayed as a map of Manitoba with numerous blue location pins. Below the map is a table with the following data:

Location	Address	Telephone & Fax
B1W GLASS & SAFETY INC.	BOX 1160 Carberry, MB	Tel: 204-941-0779
2020 Manitoba Auto Glass Inc	26 Shauna Way Winnipeg, MB R3W 1T1	Tel: 204-276-6679 Fax: 204-651-5305
AAAAAAAAAALLIED AUTO GLASS	222 PARKLANE AVENUE Winnipeg, MB	Tel: 204-633-0712
A Wilson Autobody	7th Avenue North Virden, MB R0M 2C0	Tel: 204-748-6262 Fax: 204-748-6262
AA AUTOGLASS MOBILE SERVICES	459 CALEDONIA STREET	Tel: 204-871-5490

*Current tool



Northern Town hall

MPI took part in a Northern town hall which involved Glass and Autobody accredited repair facilities in hopes to understand challenges they face.

- Windshield Repair allowance differential for Northern rate
 - Example, \$80 allowance will increase to \$96.

The results of those conversations identified changes that MPI would like to investigate further and involve this committee as the examples raised were not just a Northern item to review:

- One Glass rate



Questions & Round table

