



Notice to All Recreational Vehicle, Motorcycle and Off-Road Vehicle Repair Facilities

Manitoba Recreational Vehicle, Motorcycle and Off-Road Vehicle Repair Industry Survey

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As part of MPI's commitment to ongoing consultation, MPI will be releasing a survey to all recreational vehicle, motorcycle and off-road vehicle repair facilities to better understand the issues and challenges facing repair shops.

One survey link will be provided to primary contacts at each repair facility.

Please speak to your staff to ensure the right person completes the survey. The survey can only be submitted once. It will close on May 19, 2025.

Your participation is voluntary and anonymous. To ensure your privacy in open-ended comments, please do not provide unique information that could identify you or your shop. Responses from all repair facilities will be combined as part of the analysis and reporting process.

If you have any legitimacy concerns with any survey emails you receive from MPI, please contact the Customer Insights department at customerinsights@mpi.mb.ca. For additional details about our survey process, please see the following page.

If you have any questions about this survey or if you did not receive a survey, please contact partners@mpi.mb.ca.

Thank you for your participation in this survey about Manitoba's vehicle repair industry.

Assuring Respondent Confidentiality

In the Customer Insights department, the confidentiality of survey respondents is a priority. Those participating in surveys administered by the department have their anonymity protected by several measures including:

- Customer Insights complies with all applicable legislation including the federal Freedom of Information and Protection of Privacy Act, and the Personal Health Information Act (if applicable).
- Information technology resources used by the department, including its survey platform and vendors it has contracted, have been reviewed by Manitoba Public Insurance's Information Security Office to ensure networks and software comply with the Corporation's information security requirements. Further, all data is stored on and only transmitted over Canadian soil.
- The Customer Insights' team adheres to the Canadian Research Insights Council privacy policy¹, and standards.²
- The Customer Insights' team adheres to the Canadian Research Insights Council and its Standards and Disclosure Requirements. This includes the provision that:

We will not disclose any information that could be used, alone or in combination with other reasonably available information, to identify participants with their data, without participant permission.³

- Identifying information that is used is only to administer a survey, such as for sending email invitations, making phone calls, or for basic skip patterns. Information that is not needed for administering the survey or the production of its analysis is not included.
- Information that is downloaded for the purpose of writing a research report and analysis is held in strict confidence and only accessed by the analyst(s) responsible. Typically, this would be a unique number (for example not a name or phone number). Data used for analysis is stored securely on MPI servers administered by the Information Security Office.
- Unless respondents are clearly informed and provide consent at the beginning of a survey, all responses are never individually disclosed and are reported in aggregate form. As such, responses are not directly linked to individual respondents in the analysis and reporting of results, both internally and externally.

¹ Detailed CRIC privacy policy located at: <https://www.canadianresearchinsightscouncil.ca/privacy-policy/>

² Via: <https://www.canadianresearchinsightscouncil.ca/standards/>

³ Via <https://www.canadianresearchinsightscouncil.ca/wp-content/uploads/2019/09/CRIC-Public-Opinion-Research-Standards-and-Disclosure-Requirements-1.pdf>