

Quality Assurance Measures Strengthened for Vehicle Inspection Permit Holders

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MPI is contacting stakeholders that perform light vehicle, heavy commercial vehicle, and body integrity inspections regarding recent process changes at the Vehicle Safety (VS) department. MPI's goal is to work with shops and permit holders to deliver outstanding inspection services for Manitobans. The policy below is intended to ensure that quality of work and Inspection Program values are met.

The pandemic altered the way that VS delivered services in 2020 and into 2021, resulting in Vehicle Safety Officers (VSO) being less available to answer in-person questions and conduct regular station audits. VS has used this period to evaluate current processes and services to determine how we could be more effective and responsive to those operating inspection stations, and to Manitobans who rely on MPI to ensure that inspection services are performed accurately and with integrity.

Recently, VSOs started in-person visits to stations, and resumed audits with a focus on shops identified as a high risk to the Inspection Program. Risk factors include: type of inspections, previous audit results, number of certificates issued annually, and quality of inspection (Q of I) incidents documented in recent years.

With the 2019 removal of the price caps previously set in regulation for inspections, public expectations for good service are at its highest. To promote the overall quality and reputation of inspection stations, VS continues to actively monitor and investigate shops and mechanics that pose a risk to road safety. If expectations are not met, shops and mechanics will face disciplinary measures, such as permit suspension and conditions for reinstatement.

Shops and mechanics receiving two Q of I letters within six months, or three in 12 months, will be required to show cause in an administrative hearing why their permit should not be suspended or cancelled. Additionally, any evidence of fraudulent activity will be subject to show cause for removal from the program. Factors that will be considered include the severity of the incidents and past history (such as, prior suspension) of the permit holder. Recommended suspensions will match the severity of the offence and will range up to 10 years.

If you have any questions about the standards of inspection or want to request additional training, please contact a VSO at (204)985-0920 from Monday to Friday, 8:30 a.m. to 4:30 p.m., excluding designated holidays.