



Program & Accreditation Consultation Committee Minutes

August 19, 2025

Committee Attendance

Dean Peterson, MMDA
Shaun Desmond, MMDA
Denis Cloutier, ATA
Ferd Klassen, ATA
Norm Bruneau, ATA

John Bowering, MPI
Robert Ferreira, MPI
Waldemar Koos, MPI

Regrets:

Dean Cooley, MMDA
Lynsey Beer, MMDA
Geoff Sine, MMDA

John Bowering chaired the meeting.

Previous Minutes (May 28, 2024):

Action Items:

1. Dedicated meetings were held in July to discuss feedback to recent surveys and to identify and prioritize corrective actions.
2. MPI published a [Dealer and Repairer Plates Information Sheet](#)
3. ATA is still working on market research for the fixed compensation items discussed at the last meeting.

MPI Updates

- Salvage vehicles for Red River College (RRC) Polytech collision program
 - MPI continues to support RRC Polytech and many other educational programs through donations of salvage vehicles for training purposes.
 - A combination of increasing demand and low inventory on MPI's side is impacting bulk donations.
 - MPI's Salvage team continues to work directly with impacted stakeholders.

- Surplus equipment from MPI Research Centre for RRC Polytech.
 - MPI met with representatives from RRC Polytech to explore possible donations of tooling and equipment in support of RRC Polytech's collision programs.
- Theft Update
 - MPI shared a high-level progress update on the alternative process it is exploring.
 - A committee meeting will be held in the coming weeks to incorporate feedback regarding further enhancements.
- Audit Thresholds
 - During the discussions around survey feedback, the associations asked MPI to consider raising its minimum audit recovery threshold from \$10 to \$100.
 - MPI has explored the feasibility of this request and will pilot a \$100 minimum audit recovery threshold for six months to collect additional data.
 - Additional information will be communicated directly to impacted repair shops via a Notice to the Trade (NTT).

ATA Updates

- Deferred.

MMDA Updates

- Deferred.

MNP

- Representatives from MNP attended in person and presented information about previous industry studies they had performed.
- The committee discussed options for the scope of a 2025/2026 study.
- Given timeline and cost constraints, options are being explored for a reduced-scope study that still returns statistically significant results the industry will find valuable.
- Active participation by repair shops will be critical to making this study representative and meaningful towards informing the 2027 Light Vehicle Accreditation Application (LVAA) compensation schedule.

Glass Repair First

- MPI shared a progress update of the **Glass Repair First** initiative and responded to feedback shared by the trade.
- MPI responded to concerns from repair shops about delays, red tape, and confusion around repair eligibility, particularly regarding chip size and cracks.
- MPI clarified that many repair and replace decisions can be confidently triaged remotely using customer-provided photos or guided questions, eliminating the need for in-person inspections.
- To support consistent decision-making, MPI introduced a windshield damage evaluator tool as suggested by the trade.
- A pilot phase involving committee shops will begin on August 25th, testing both pre-approval and post-audit workflows as shops start to upload photos for all glass claims.
 - Pre-approval offers clarity and avoids disputes prior to repairs, while post-audit allows faster processing but carries recovery risks if documentation is incomplete or non-compliant.
- The initiative includes a phased rollout:
 - Pilot testing through September
 - Broader audits in October
 - Full implementation of the best solution by November 18.
- Enhancements to MPI's systems, such as faster uploads, simplified forms, and expanded eligibility, were spoken to as examples of reduced admin effort on glass claims to prepare for image requirements.
- Monthly performance reports and updated standards will guide shops toward compliance and continuous improvement.
- The overarching goal is to ensure that:
 - Repairs are prioritized
 - Fraud is minimized
 - Shops and customers benefit from a more efficient claims process.

Next Meeting

- TBD

Meeting adjourned: 12:17 pm

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Agenda

1. MNP Presentation & Discussion
2. Glass Repair First
3. Actions from last Meeting
4. MPI Updates
5. MMDA Updates
6. ATA Updates



MPI Updates

1. Salvage vehicles for RRC collision program (from ATA)
2. Surplus equipment from MPI Research and Training for RRC (from ATA)
3. Theft Update
4. Audit Thresholds



ATA and MMDA Update

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