



## Program & Accreditation Consultation Committee Minutes

December 5, 2023

1:00 pm to 3:00 pm

### Committee Attendance:

- Jeff Sass, MPI
- Steve Lupky, MPI
- Denis Cloutier, ATA
- John Vernaus, ATA
- Dean Cooley, MMDA
- Lynsey Wilson, MMDA

### Regrets:

- Geoff Sine, MMDA
- Norm Bruneau, ATA

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Jeff Sass chaired the meeting.

### MPI Update

MPI is returning to normal operations following the recent Labour Interruption (LI). The backlogs of work are being addressed through additional resources and overtime. MPI thanked the ATA and MMDA for their support during this challenging time, and the efforts of the shops in working with our mutual customers was very much appreciated.

The CEO search continues, and a selection is anticipated to be made in early 2024. Marnie Kacher remains as interim CEO until that time and Jeff Sass is the interim COO.

The PUB order is anticipated this week.

The remainder of MPI updates will be covered in the other agenda items.

### Association Updates

#### ATA Update provided by Denis Cloutier:

The recent ATA trade show event was a tremendous success. Positive comments were received from across Canada, and there was excellent attendance during the day. The Olympics were a hit for both students and the repair shops. Planning is underway for another similar event next year.

The ATA has requested a meeting with the new Minister responsible for MPI, Matt Wiebe, to discuss efforts on youth attraction to the trade.

### **MMDA Update provided by Lynsey Wilson:**

The recent DRIVE event was very successful and is the biggest event of the year. This year's event had the highest attendance of all time at over 800. Marnie Kacher presented the scholarships. Her attendance as well as MPI and ATA attendance was very appreciated.

MMDA is continuing to work on international recruitment. This year it is anticipated that seven technicians from the Philippines will arrive, with 23 more slated for 2024-2025. In addition to foreign recruitment, efforts for local attraction continue including high school trade fairs through what the MMDA career drive. Eight to ten more are slated in 2024 already. There is also a QR code for students to connect with MMDA members when they are actively looking for work.

Work continues with the Zero Emission Vehicle Committee, of which the ATA and MPI are members. MMDA is working on launching EV Friendly Manitoba, which is a website that will be similar to the BC version.

In November, the MMDA presented Collision Centre Awards. This will continue on an annual basis.

### **Action Items from previous meeting's agenda**

#### **Gold Class Status Reminders:**

- The Associations were going to remind their members of the need to achieve ICAR Gold Class status.
- Currently there are 24 one-person shops that cannot be gold class, but the technician has to be platinum in all 4 roles. 13 of these have not achieved this designation.
- There are 60 repair shops that do not have their Gold Class; however, most only need one role to be completed, and several only have to pay their fee.
- MPI will be contacting each shop again to review their status. This is important as it is an accreditation requirement.

#### **Parts Autonomy (standing agenda item):**

- Due to the labour interruption, an update on Parts Autonomy was not available for this meeting. The data is being collected and an update will be provided to the Technical & Parts committee as well as this committee when it is available.
- MPI was in the process of re-baselining the RPS targets; however, work paused on this due to the labour interruption. Work will commence on this in early 2024.

### **Transportation of Customer Vehicles by Repair Shops:**

Questions have been raised about a repair shop's liability for employees transporting a customer vehicle for a sublet or taking them on a test drive.

MPI clarified that the customer's insurance policy is not in effect in these circumstances, and a shop is liable for any damage caused while a vehicle is in their care, custody and control. If damage is caused while transporting a vehicle, MPI would cover the customer damage but would have the right to recover any money paid out from the repair facility. Repair shops should be utilizing an R-plate but be aware of the restrictive nature of using this plate, as well as ensuring they have an insurance policy that would cover both them and their employees in these situations.

Repair shops should review their coverage and any concerns with their insurance broker.

### **Labour Interruption Review/Feedback:**

The ATA had provided MPI with some detailed feedback from a recent survey on this issue. The MMDA were also able to provide feedback from their members. MPI appreciates all the feedback and information shared.

Overall, there was a recognition of the work done to keep repairs moving throughout the labour interruption and the efforts staff still at work made to work with the repair shops.

Some items that were implemented during the LI were positive, such as the on-line claim submission form. MPI confirmed this will continue.

There is concern with the backlog of work that and there are delays in getting responses from MPI, both adjusters and estimators. These delays are on approvals and payments. Concerns have been escalated to the shop SRA's when needed. Overall, there is appreciation from the repair industry for MPI staff tackling the backlog of work and the effort required.

MPI confirmed that hiring for additional resources to deal with the backlog is underway and overtime is being utilized for the cleanup. These are challenges that will take some time, but MPI is hopeful that most of the backlog will be dealt with by spring 2024. There needs to be a balance with the backlog prioritization and new claims coming in.

There is interest on the Association side about expanding DR criteria. Some feedback from shops is that they like the higher EAL and would like it to stay. However, other shops would like it to be returned to prior levels. The increase in EAL causes concerns with additional audit processes and recoveries after the fact. Question if there could be an opt out provision for higher EAL.

All feedback will be considered, and further reviews of both DR, EAL and other opportunities will be done over the next few months as we work through the backlog. The increased EAL will remain in place for the near term as MPI works through the backlog of estimating.

### **Action Item**

MPI will review the feedback overall, DR criteria and EAL limits.

### **Hail Estimating:**

MPI will continue hail estimating through the winter months. A 'hail day' will be designated and several Winnipeg service centers will be designated to focus on hail. Additional resources are being looked at, and if there is staff availability through overtime, an additional day will be added.

For customers who have a claim that qualifies for DR and there is hail damage, MPI will allow a shop to estimate the hail claim as well. This will include lease returns and trade ins. Shops will need MPI approval to write the hail as DR, and this can be obtained by emailing [partners@mpi.mb.ca](mailto:partners@mpi.mb.ca) More information will be coming out to the shops on this adjustment to the process.

In addition, MPI began to review PDR, and consider options for addressing catastrophic hail incidents. This work was paused during LI but will pick up again in January, with the target that some changes will be implemented prior to the 2024 hail season. This will be discussed more in the Technical & Parts committee.

### **Material Rates:**

The ATA provided data on recent material rate increases for MPI to review. This included paint and shop material, along with refrigerant. MPI confirmed it will review the information and will schedule another meeting with the committee to discuss further.

### **Adjuster Response Times:**

The MMDA raised a concern about delays in adjuster contact with shops regarding price-outs and confirming repairs. Several examples were provided.

MPI confirmed it is reviewing the continuation of posting of maximum repair thresholds in journal notes and more will be coming out on this shortly. Reminders are being sent to staff about the importance of confirming repairability with a shop. This will be further reviewed by MPI to ensure more prompt responses.

MPI noted the LVAA compensation schedule ends in 2025, so consultation with the industry will start in mid to later 2024 on rates and any other LVAA items that should be considered.

### **Estimate Approval Disclaimer:**

The additional comment in Estimate approvals stating ***'this estimate review excludes validating the application of estimating standards and therefor subject to audit and recovery, if errors are found post payment. This allows MPI to expedite the review process.'***

While the LVAA allows for audits, this is a new line that was recently added. The MPI committee representatives were not aware of the background on this addition and will confirm. More information will be sent to the Associations.

### **Recycling of Bumpers and Windshields:**

The ATA shared information on this item. This has been raised previously and is still a concern for the ATA and its member shops. There is a significant impact on the environment and an opportunity to address some of the waste through recycling bumpers and windshields. The ATA estimates there is 770 tons going to landfills. The ATA is aware of one company doing recycling today, but it is small, and there is another company looking to get into the business.

This would need some kind of a program like tires or hazardous waste where the repair shop is paid an amount per item for recycling if they have an agreement for the pick-up of this waste.

The provincially mandated programs like Tire Stewardship, Household Hazardous Waste and Multi-Material Stewardship were discussed. These are provincially mandated programs with fees and guidelines attached. There was a question if auto waste recycling should be raised, and a program developed through the Province of Manitoba.

The ATA is wondering if a committee of the associations and MPI should be formed to open a discussion with the Province and take the lead on this initiative. The committee can meet with those proposing to do the recycling to hear more about the opportunities.

MPI has indicated in the past they support recycling initiatives; however, had indicated this would likely be industry led rather than MPI led.

### **Action Item**

MPI will review this internally and will contact the ATA and MMDA prior to the next meeting with a position or further thoughts on this.

### **MPI Data and Stats:**

The ATA requested MPI provide the associations and the repair facilities with more data on items such as:

- ADAS calibrations
- Repair mix
- Total losses – as a comparison to repairable vehicles

This is to better inform the shops on decision making and industry trends.

MPI advised that some data is not readily available and will require resources to do a special data pull. In addition, without context sometimes data can be misinterpreted.

MPI will review this further and advise the committee.

### **Action Item**

MPI will review the request for additional data.

### **Roundtable:**

MPI will be rescheduling repair industry townhalls in spring of 2024, including the north.

The ATA mentioned a potential issue of blocked claims and the need to call MPI to release the estimate. If there is a concern, they will follow up.

The ATA raised the SCRS study by Mitchell. ATA is following up with Mitchell on this information. It was agreed this would be referred to the Tech & Parts committee.

The ATA is exploring delivery of ICAR and welding training.

**Meeting adjourned at 3:27 pm.**