



Program & Accreditation Consultation Committee Minutes

February 28, 2025

10:00 am to 12:00 pm

Committee Attendance

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

Waldemar Koos, MPI
John Bowering, MPI

Regrets:

Dean Cooley, MMDA
Geoff Sine, MMDA

John Bowering and Waldemar Koos chaired the meeting.

Reviewed Previous Minutes (Oct.28, 2024):

Follow-up action

MPI to confirm if the LVAA specifically calls out that MPI takes full responsibility when its direction does not align with OEM positions, procedures, guidelines, etc.

Follow-up action item

MPI to confirm with its legal counsel that shops will not be held responsible when following MPI's direction.

Action Items from previous meeting's agenda

None.

Association Updates

ATA Updates

- President's ball taking place on April 20, 2025.
- ATA also provided updates on upcoming golf tournament and trade show.
- Career website has been launched. Available at <https://autocareersmb.ca/>.
- RRCP Estimator micro-credential.
 - The group had not received any recent updates.
 - ATA, MMDA, and MPI unanimously support this approach.

MMDA Updates

- Recap of CarrXpert event for crown insurers.
 - The MMDA is looking to repeat this event every 18 months across the crown insured provinces with different OEMs presenting.
- Annual golf tournament will take place on June 26.
- Working with RRCP and MITT on work experience placement.

MPI Updates

- Wait times for Adjuster Appointments
 - MPI shared current service wait times for adjuster appointments. The average tenure of MPI's adjusters is two years. They will be back in office 100% of the time starting in June.
- Theft handling
 - MPI continues to be interested in exploring this further, while also ensuring actions align with our corporate direction and mandate.
 - In February, MPI with ICBC and SGI to review their handling of total theft claims.
 - MPI will be exploring the feasibility of incorporating some of the lessons learned. This item will be carried forward to the next meeting.
- I-Car Gold Class status
 - MPI provided an update regarding the I-CAR Gold Class status of accredited shops.
 - On August 10, 2021, MPI committed to review the Light Vehicle Accreditation Agreement (LVAA) training requirements as part of the consultative model. The ATA, MMDA, and MPI formed a working group which met a number of times to review current training requirements. Following this review and discussion, it was agreed the current training requirements of the LVAA will remain in place. All facilities will need to maintain I-CAR Gold Class designation including regular welding recertification to remain an accredited repair facility.
 - Over the following months, MPI representatives contacted all accredited repair facilities to review outstanding training and develop an individual plan to meet the training requirement.
 - For one-technician shops that cannot qualify for I-CAR Gold Class designation, MPI proposed a solution that allows the repair facility to meet a level of training needed for accreditation.
 - Despite MPI's efforts, there are still several shops that do not meet the training requirements. Many of these shops have been working with MPI to meet requirements, but there are some who have not.
 - There are 14 shops that have been working with MPI. These shops will receive a warning letter advising them that unless certain training milestones are met within three months from the date that the letter is issued, their accreditation status will be reviewed. Each shop will receive a unique list of outstanding items for it to complete.

- There are 17 shops that have not been working with MPI. These shops will receive a letter advising them that unless they meet the LVAA training requirement within three months from the date that the letter is issued, they will move to non-accredited status. MPI will continue to work with these shops to assist them in meeting the training requirements.
- Enhanced High School Support Program
 - Based on the learnings collected during the pilot with Crocus Plains Secondary School, MPI will support an enhanced salvage donation program with up to five vehicles per school year for the next three school years, which matches the current number of Level 1 accredited secondary schools across Manitoba.

PDC Inventory

- The committee brainstormed some preliminary ideas to improve cycle times:
 - Create a platform where shops can preview claims being able to filter by year, make, model.
 - Shops could then let MPI know which ones they are willing and able to take on.
 - Acceptance criteria for shops to commit within five days.
 - MPI to provide list of willing shops to customer.
 - MMDA suggested to update shop locator similar to what ICBC offers.

MPI Training Space

- The committee discussed potential uses of MPI's training centre at 1981 Plessis Road that would benefit the auto repair industry.
 - MMDA suggested estimator training with MPI salvage vehicles.
 - ATA is looking at some courses that may benefit from access to these facilities.
 - ATA/MMDA asked about MPI hosting a career fair at PDC.

Technician Shortage — RRC Equipment

- Discussed list of equipment and toured MPI facilities.

Industry Survey Results

- Reviewed and discussed results (slide deck attached).

PDR

- Reviewed PDR phases and the limited KPI's that are being considered for PDR shops.
 - **Phase 2 (2024/25)**
 - Nov. 2024 – Published the hail matrix extension and non-hail PDR estimating method, also began PDR Repair Accuracy inspections.
 - Feb. 2025 – Updated the Mitchell PDR calculator to align with the extended matrix, updated the PDR photo job aid.
 - April 2025 – Collection of PDR data, building reporting capability.
 - **Phase 3 (2025/26)**

- Finalize PDR shop KPI report (for example, ask/approve, NPS, repair accuracy), investigate potential for new PDR specific KPI.
- Utilize PDR data to evaluate requested compensation changes, including:
 - HSS and high roof allowances, shop materials, and R&I process.
- Present findings and recommendation to round table and T&P committee.

Mandated Partnerships

- MMDA set the stage by highlighting that the relationship between MPI and repair shops is positive.
- MMDA feels that Mitchell and I-CAR (AIA) have monopolies due to MPI expecting their use.
- MMDA advocated for Mitchell, I-CAR (AIA) and others to be encouraged by MPI to financially support the associations.

Action item

MPI to take away and investigate.

Next Meeting

- Next meeting: May 13, 10:00 a.m.

Meeting adjourned: 12:00 pm

Program & Accreditation Consultation Committee

Q4 Meeting

February 28, 2025



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Agenda

1. ATA & MMDA Updates
2. MPI Updates
3. MPI Training Space
4. Technician shortage – RRC equipment, etc.
5. Industry Survey results
6. Mandated partnerships



MPI Updates

1. Theft handling
2. Adjuster Changes
3. I-CAR Gold Class Status
4. Enhanced High School Support Program
5. PDC Inventory



Industry Survey results

In December 2024, MPI invited contacts from light vehicle repair shops to participate in a voluntary online survey

- MPI emailed a total of 433 invitations to all accredited collision and glass registered account holders.
- 123 completed surveys were received, for a completion rate of 28%.
- 79 completed surveys were from the 'non-Winnipeg' regions.
- 44 completed surveys were in the Winnipeg region.
- 95 completed surveys were from autobody & frame shops.
- 28 completed surveys were from glass only shops.
- 89 completed surveys were from shops that self-identified as being independently owned.
- 10 completed surveys were from Multiple Shop Operator (MSO) / franchise shops.
- 14 completed surveys were from dealer owned shops.



Industry Survey results

Overall, results show that Manitoba Public Insurance's services and programs have room and opportunities for improvement.

The aspects with the lowest satisfaction levels are:

- Shop Measures Program (16%, down from 29% in 2020).
- Performance Recognition Program (17%, down from 28% in 2020).
- Ease of doing business with MPI (24%, a notable decrease from 40% in 2020).
- Amount of communications received from MPI (25%, a notable decrease from 44% in 2020).
- Feedback and guidance received from MPI (25%, down from 36% in 2020).
- Overall level of service received from MPI (29%, down from 28% in 2020).

However, respondents indicated slightly higher levels of satisfaction with the:

- Effectiveness of software and online services (43%, down from 52% in 2020).
- Direct Repair Program (44%, a notable decrease from 63% in 2020).



Industry Survey results

Among those who are *not satisfied* with the overall level of service received from MPI, the most common suggestions were:

- Estimators and Adjusters to provide better response times, be more accessible, and have more effective communication with their shop (including being more professional and less biased)
- Respondents also cited a need for more competent and caring estimators and other MPI staff / make them more accountable.
- Some also mentioned for MPI to reduce red tape / MPI is too bureaucratic / MPI is too inefficient, as well for MPI to be fairer / more cooperative relationship with MPI / treat shops with dignity and respect.



Industry Survey results

Respondents were presented a list of aspects that may be crucial for their business in the upcoming years:

- Finding qualified employees in any role (2.0).
- Retaining employees (3.0).
- Vehicle complexity (3.1).
- Repair information availability (3.3).
- Training (e.g., availability and quality of instruction) (3.4).

