



## Program & Accreditation Consultation Committee Minutes

January 26, 2023

1:00 pm to 3:00 pm

### Committee Attendance:

- Marnie Kacher, MPI
- Steve Lupky, MPI
- Gord Froese, MPI
- John Vernaus, ATA
- Norm Bruneau, ATA
- Lynsey Wilson, MMDA

### Regrets:

- Denis Cloutier, ATA
- Craig Dunn, MMDA
- Geoff Sine, MMDA-Observer

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Marnie Kacher chaired the meeting.

### MPI Update

#### Update provided by Steve Lupky:

#### Towing – Process Improvement:

The Winnipeg towing contract was updated to include only the perimeter and within Winnipeg. This does not change the radius MPI will tow to repair shops for a claim. With shop backlogs, if a shop has committed to a repair but is tight for space on a non-drive, MPI will store vehicles for up to an additional 21 days to help with workflow. On a case by-case basis we will also consider towing outside of the normal radius if there is no shop able to handle the claim within the area.

#### Hold on Claims – Streamline Process:

MPI is in the process of removing some holds that are on claims that will help to have remove some restrictions on DR estimates. This will likely occur after March 2023.

#### Customer Recording for MPI customers:

MPI is changing the 'wait/hold' recording as well as hoping to update the MPI website – messaging is around shop delays and updating customers on DR and Photo Based Estimating options.

## AutocheX Surveys

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Customer surveys will now be sent by email rather than a telephone call, starting the next survey. Results will be tracked in the same way as previously done for KPI's.

### **Maximum Repair:**

MPI will now post for shop awareness the maximum repair cost for a claim on a marginal repair in Connect. This will create more transparency and should improve the process for shops and our customers. A Notice the Trade will go out next week.

## Association Updates

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

MMDA is continuing to work on international recruitment. Continuing local presence at career fairs.

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

Electric Vehicles continues to be worked on. Have reached out to multiple industry partners. A meeting will be held in March/2023 to work collaboratively as a province.

### **ATA Update provided by Norm Bruneau:**

Talent recruitment is at top of list for the ATA. Putting a committee together to oversee various pieces of the recruitment. Committee will include representation from RRC, MMDA, ATA and MPI.

ATA is hosting a President's Ball on April 22, 2023. Will be presenting lifetime achievement awards.

## Action Items from previous meeting's agenda (October 26, 2022)

### **Northern Study Updates**

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- The northern study has now been completed.
- Steve to prepare a communication to 'release' the northern study report.
- ATA/MMDA can share the report with their members.
- MPI will host a meeting with the northern shops including the ATA/MMDA where MNP can provide an overview and answer any questions.

### **Action Item:**

Steve Lupky (MPI) to prepare communication and schedule a northern meeting.

## RRC Polytechnic Meeting

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- Lynsey Wilson (MMDA) advised that the meeting went well.
- Would be best to have Apprenticeship Manitoba and RRC work out scope and parameters and who is in control of them specifically.
- Would like to have representation from ATA/MMDA, Apprenticeship Manitoba and RRC meet to discuss.
- MPI advised they would be willing to host.
- Need approval from Apprenticeship Manitoba for the repair industry to work with RRC to build on curriculum. MPI will support this initiative.
- Would like to meet if possible before March/2023.

### Action Item:

Lynsey Wilson (MMDA) will make enquiries and advise committee what is required.

### Parts Autonomy (standing agenda item):

Information presented by Steve Lupky

- MPI is seeing an increase, success rate.
- A slide deck was reviewed in detail by the Technical and Parts Consultation Committee recently.
- Seeing success with both independent and dealer shops. Functioning well for both as a measure.
- RPS review and realignment is planned for 2023.

### AutocheX Surveys

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This was touched on in the MPI update. Future consideration may be in house surveys, but further discussion on the program will be with the committee. KPI measures have not changed with the move to email surveys, and only those where a customer is willing to share the info with a shop will be counted.

Other responses where they are not willing to share with a shop, will still be tracked for information but not used in KPI's.

It was suggested that shops could notify customers that an MPI survey will be sent out by email, so that customers know that it is legitimate and to expect it.

### I-CAR certification:

Gord Froese advised that MPI has been working on tracking the shops progress to certification. Corrective action plans will be developed for those shops that are not achieving Gold Class status.

If there are not enough technicians at a shop to support each role, Accredited Repair will work with shop and deal with each according to the shop situation.

MPI is considering a slight amendment to training requirements but wanted to bring forward to this committee first, as long as levels are maintained. Partners website would be updated accordingly.

Some welding courses may soon be available in Brandon.

### Multiple RANs

#### **Brought forward by MPI representative Steve Lupky**

MPI will restrict shops to one RAN (Registered Account Number) per location if the businesses are using the same technicians and equipment, unless it is clearly a different business. Committee had no concern with this change.

### Minimum Wage:

Will discuss when more information is available.

**Meeting adjourned at 2:23pm.**