



Program & Accreditation Consultation Committee Minutes

May 15, 2023

10:00am-12:00pm

Committee Attendance

- John Vernaus, ATA
- Norm Bruneau, ATA
- Craig Dunn MMDA
- Lynsey Wilson, MMDA
- Dean Cooley, MMDA
- Geoff Sine, MMDA
- Steve Lupky, MPI
- Marnie Kacher, MPI

Regrets

- Denis Cloutier, ATA
- Waldemar Koos, MPI

Marnie Kacher chaired the meeting.

Marnie began the meeting by noting that Craig Dunn will be stepping down from representing the MMDA on this committee. She recognized Craig for his many contributions and commitment to working with MPI and the ATA in strengthening communication and building relationships over the years.

Craig Dunn introduced Dean Cooley, who will replace Craig and represent the MMDA on this committee.

MPI Updates

Update provided by Steve Lupky:

ICAR Gold Class:

MPI continues to actively work with shops to ensure they achieve their required Gold Class. Some repair facilities are closed, while others still have a way to go. Corrective action plans are in place to ensure each shop meets its Gold Class requirement without impacting its accreditation.

Action Item:

- MMDA offered to send reminders to their members of the need for Gold Class status and to work with MPI's Accredited Repair Department.

AutocheX Surveys

Due to customer concerns with the quality of phone surveys, MPI will be moving to email-based surveys. MPI took our existing survey and worked with our Customer Insights department and Logit to transition to email, effective June 1, 2023. The transition period may be a combination of phone and email until all phone data has been completed.

Customers who want to provide feedback but remain confidential can, but the surveys won't be part of the NPS KPI.

Steve walked the committee through the online survey content.

Shops' overall net promoter score declined in 2022, likely due to several reasons, including parts delays and work backlog. MPI took a proactive approach with struggling shops relying on more real-time survey results and working with shops on process review, and a Job aid has been shared to assist shops. SRAs worked with the shops that needed the most support, as volume influences industry results. The result has shown great improvements to customer satisfaction since November.

Loss of Use for Non-Drives

MPI's temporary extension for non-drivable vehicles to go from 30 to 60 days will an end in August 2023. Feedback on shop delays and the impact on loss of use was received.

MPI is currently reviewing this issue as it is part of our Regulations, and further information will be released once a decision has been made.

Association Updates

ATA Update provided by Norm Bruneau:

ATA continues to work on talent recruitment and skills development. They have established an internal committee looking exclusively at this.

MMDA Update provided by Lynsey Wilson:

International recruitment, which started in October 2022, is continuing. Some shops have taken advantage of this program. The MMDA also continues with career drives at high schools and colleges.

The NRCan project has been extended with an additional \$3 Million in funding. The MMDA will begin marketing and roll out within the next few months.

Manitoba Zero Emissions Counsel has now been formed. MPI is part of this group. So far, governance has been established with two main focus areas identified: education and infrastructure.

Prior Action Items:

Northern Meeting: (MPI)

- The meeting with the Northern shops on the industry report and the increased differential has been held, and rate adjustments have been made.

Apprenticeship Manitoba, RRC Polytechnic Meeting: (MMDA)

- MPI, the ATA and the MMDA met with RRC, and a meeting with Apprenticeship Manitoba was held.
- Changes to the Autobody program at RRC would not happen before 2025, until the full cycle is completed for those currently enrolled.
- Continued work in this area will continue, led by the industry.
- MPI will support these initiatives. MPI is also looking to partner with the ATA and MMDA on a possible program for high schools offering level 1. A meeting will be set with the associations to explore a potential pilot program.

Parts Autonomy (standing agenda item) MPI:

- An update on PA was shared. (See the attached slide)
- SRAs continue to work with individual shops missing their RPS targets.
- Work is planned by MPI for updating RPS targets in later 2023.
- A question was asked about the date being changed due to an audit. Can we keep the ready-for-pay date rather than changing it to the audit date, which affects RPS.

Action Item:

- MPI will review audits and change the ready-for-pay date.

ADAS Calibration

- From a recent Technical & Parts Consultation Committee meeting, there appeared to be confusion on how ADAS calibrations can be billed.
- Trade perception is that a dual calibration is the most that can be billed as noted in the Glass committee.
- MPI is working on communication and enhancement to the ADAS calibration standard for clarity.
- Payment is dependent on the number of components that require calibration, with the maximum dollar allowance per vehicle of \$660 (south) and \$792 (north).
- It's also very important that when subletting, a primary repairer needs to receive as much information from the sublet repairer as possible to ensure they are invoicing MPI for all entitled operations.

Minimum Wage and Labour Rates Update:

- On October 1st, there will be another minimum wage adjustment in Manitoba.
- MPI will be putting forward a recommendation at the June Board of Directors meeting, and the committee will be updated following this.

Contract Towing – Winnipeg and Brandon:

- MPI noted a Request for Proposal has been issued for Winnipeg and Brandon's contract towing, effective July 1, 2023.
- The new RFP excludes heavy towing under contract.
- The Winnipeg contract area remains within the perimeter highway for pickup, but towing to shops will continue to the prior 16 km radius.

Round Table

MMDA:

- Temporary extension to 60 days for Loss of Use
 - It was asked if this can be reviewed as there continue to be delays in repairs due to supply chain and other issues. This falls under MPI legislation, so any changes would require government involvement. MPI will advise if any further amendments are contemplated.
- A further question was whether customers could purchase additional loss-of-use coverage beyond 30 days in the future. MPI stated its product team was looking at some areas, but noted it was not on the immediate list of things for consideration.
- Regarding any update on the PDR review being undertaken, MPI noted its Parts and Technical committee will meet on Thursday to provide an update. The committee can also be sent an update following this meeting.

Action Item:

- MPI to send out a note to the committee with an update.

Meeting adjourned at 11:25 am

Program & Accreditation Consultation Committee

May 15, 2023



MANITOBA
PUBLIC INSURANCE

Autochex

May 15, 2023



MANITOBA
PUBLIC INSURANCE

NPS Improvement

- Due to customer complaints related to surveys not being anonymous, MPI clarified the Autochex script 12 months ago which resulted in less uptake in participation.
- NPS continued to decline below historical which has been roughly 75%. Covid likely has had an impact on customer expectations and repair industry ability.
- We took a proactive approach with struggling shops relying on more real time survey results, working with shops on process review and a Job aid has been shared to assist shops.
- SRAs had worked with the shops that needed the most support as volume has influence on industry results.
- The result has shown great improvements to customer satisfaction since November.



Improvement to Measuring Customer Satisfaction

MPI continues to receive customer complaints including the following:

- Lack of clarity that the survey was not confidential - phone scripting not being followed or heard by customer.
- The fact that the customer wants to participate but didn't as it wasn't confidential.
- Having to take the time for a call when an email would be more convenient.
- Customers being approached by shops about the negative survey, leading to refusal to repair the customers vehicle in the future.

As Shared previously MPI will be making the following changes:

- MPI will be moving to email based surveys.
 - We took our existing survey and worked with our Customer Insights department and Logit to transition to email.
 - Effective date will be **June 1st**. The transition period may be a combination of phone and email until all phone data has been completed.
 - Customers will be able to provide feedback even if they want to remain confidential but these surveys will not be included in the shops NPS KPI.



Parts Autonomy

May 15, 2023



MANITOBA
PUBLIC INSURANCE

Parts Autonomy

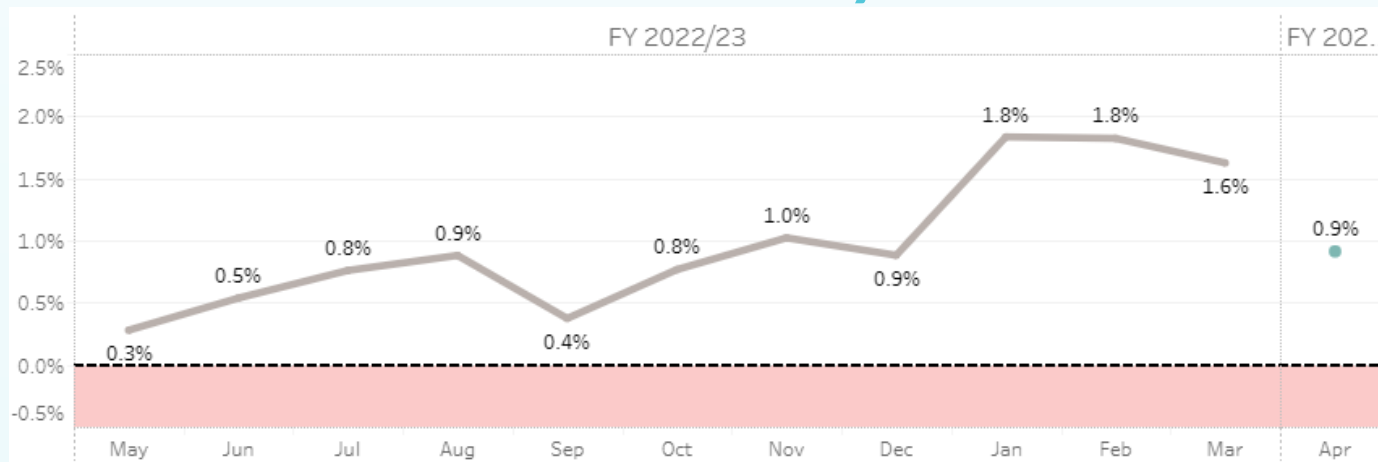
RPS Quarterly Performance

	FY 2022/23			FY 2023/24
	Q2	Q3	Q4	Q1
Level 2	42	35	48	37
Level 1	106	110	143	93
Perf. Review	78	81	37	91
Lost PA	1	1	1	1
Success Rate:	65.2%	63.9%	83.4%	58.6%

Note: Shops with no claims are not included in counts.

Note: Q1 only contains 1 month at this time. Updated monthly for progress monitoring.

RPS Variance by Month



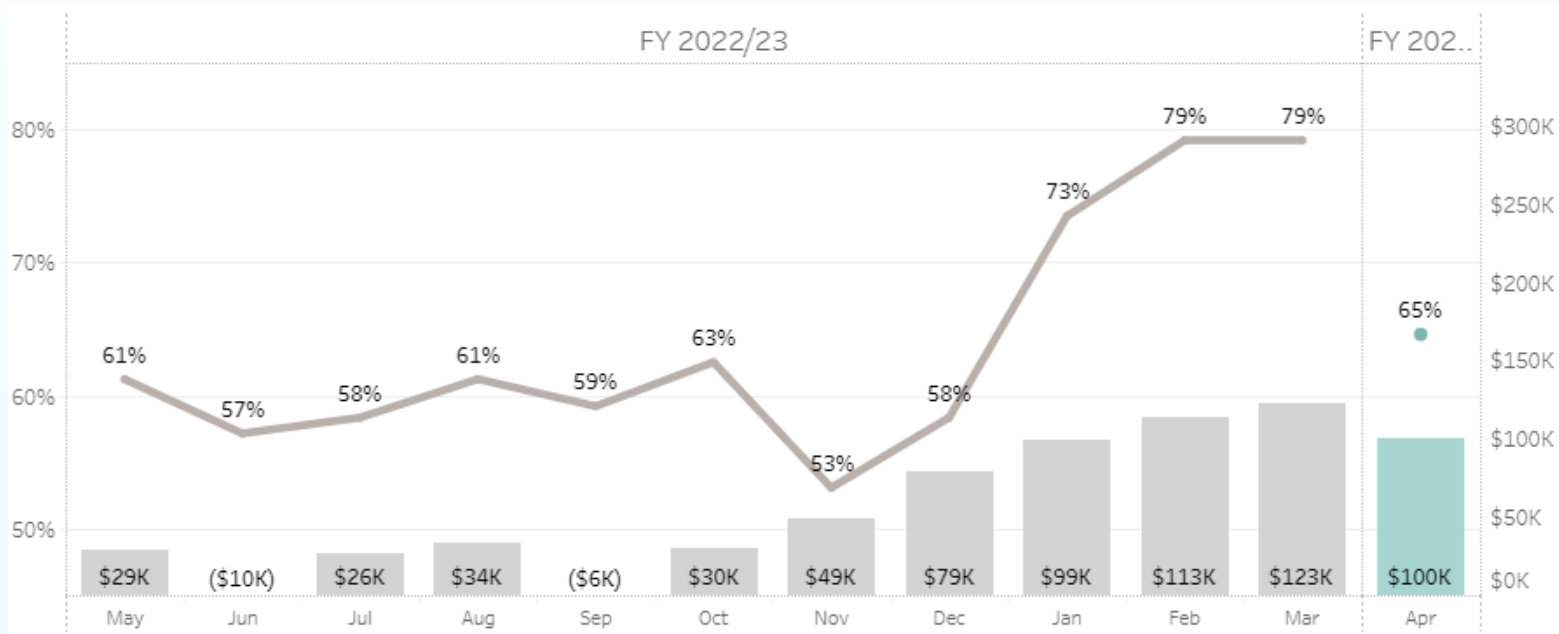
Shop Type Analysis

Dealer* – shop success

*Includes 1 shop in Lost PA

	FY 2022/23			FY 2023/24
	Q2	Q3	Q4	Q1
Success Rate:	61.2%	69.4%	85.7%	64.6%

Note: Q1 only contains 1 months at this time. Updated monthly for progress monitoring.

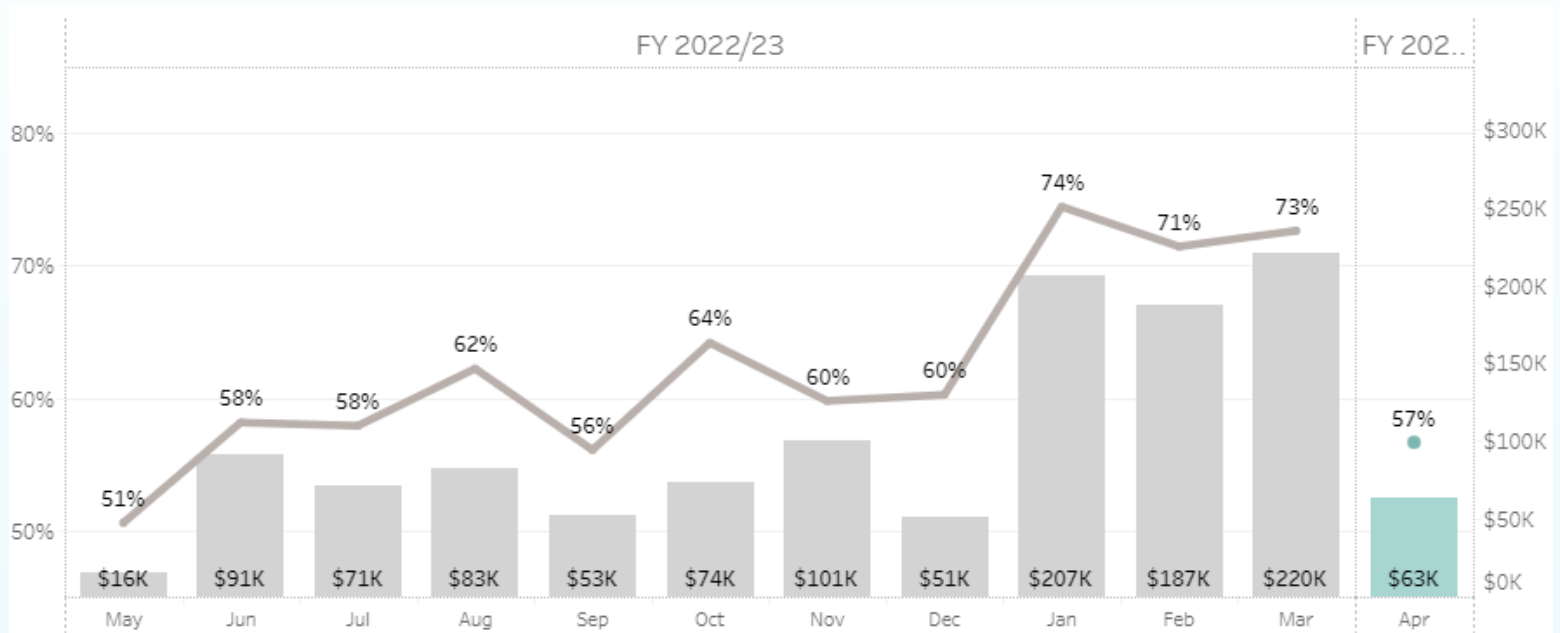


Shop Type Analysis

Independent – shop success

	FY 2022/23			FY 2023/24
	Q2	Q3	Q4	Q1
Success Rate:	66.3%	62.4%	82.8%	56.6%

Note: Q1 only contains 1 months at this time. Updated monthly for progress monitoring.



Updates to RPS

May 15 2023



MANITOBA
PUBLIC INSURANCE

RPS Changes Implemented

Supporting data for the new RPS targets that exclude Glass and SRS

SRAs will continue to respond to industry questions regarding these changes as follows as well as sharing the following tables on these slides if needed.

Glass was removed from RPS

- No options to receive RPS credit with glass as there is the rule around cost effective for PD and challenges with ADAS, also due to system limitations that can't complete the RPS calculation when NAGs is used.

Glass, SRS and Year Calculation

- By removing these areas from the RPS data all together this would remove dollars from each OEM bucket.
 - Based on % targets showing increases the perception is that shops are expected to save more.
 - The bench marking data included NAGS and OEM glass, but we would not have captured much for savings due to the process and data limitations unless shops were discounting OEM glass or any inaccurate data entry.
 - Shops can request to see how this change has impacted them in the last three months.

RPS % by Make and Age**	2 years old and newer	3 to 5 years old	Over 5 years old
Group 1	0.20%	0.50%	0.40%
Group 2	0.50%	0.80%	0.60%
Group 3	0.80%	1.00%	0.60%
Group 4	1.10%	1.00%	0.70%
Group 5	1.40%	0.90%	0.60%
Group 6	2.70%	0.60%	0.20%



RPS Changes Implemented Year Calculation change

Changing the vehicle age calculation will impact individual RPS group expectations, however the overall expectation won't change.

After the change, more vehicles will be in the newer groups and therefore have a lower expectation.

- Older vehicle bucket expectations increase as there are fewer low savings repairs.
- Newer vehicle buckets are increasing as there are more higher savings repairs.
- Overall expected RPS as a percentage of parts dollars = 18.5% before and after DOL change.



RPS Changes Implemented

Overall Impact of Removing OE Glass

Again, MPI is not asking for any additional RPS dollars with this change.

The expected percentages increase slightly, but the expected dollars remain unchanged as overall OE parts dollars are decreasing.

- For example:
 - $\$185,000 \text{ expected savings} \div \$1,000,000 \text{ OE parts} = 18.5\%$
 - $\$185,000 \text{ expected savings} \div (\$1,000,000 \text{ OE parts} - \$5,000 \text{ OE glass}) = 18.6\%$
 - The \$185,000 in expected savings has not changed
- The overall impact of removing OE glass can be seen in the following table:

Benchmark Savings Change	2 Years Old and Newer	From 3 to 5 Years Old	Over 5 Years Old
Group 1	0.0%	0.1%	0.1%
Group 2	0.0%	0.2%	0.3%
Group 3	0.1%	0.2%	0.2%
Group 4	0.2%	0.2%	0.3%
Group 5	0.1%	0.2%	0.3%
Group 6	0.0%	0.0%	0.2%



Overall Impact of Removing SRS Components

Again, MPI is not asking for any additional RPS dollars with this change.

The expected percentages increase slightly, but the expected dollars remain unchanged as overall OE parts dollars are decreasing.

- For example:
 - $\$185,000 \text{ expected savings} \div \$1,000,000 \text{ OE parts} = 18.5\%$
 - $\$185,000 \text{ expected savings} \div (\$1,000,000 \text{ OE parts} - \$5,000 \text{ SRS}) = 18.6\%$
 - The \$185,000 in expected savings has not changed
- The overall impact of removing SRS components can be seen in the following table:

Benchmark Savings Change	2 Years Old and Newer	From 3 to 5 Years Old	Over 5 Years Old
Group 1	0.0%	0.0%	0.0%
Group 2	0.0%	0.1%	0.0%
Group 3	0.0%	0.1%	0.1%
Group 4	0.2%	0.2%	0.2%
Group 5	0.2%	0.1%	0.1%
Group 6	0.7%	0.2%	0.1%



RPS Changes Implemented

Results for the industry for February will vary by month and quarter.

February 2023 Change	Shop Count
More than -2500	24
-2500 to -2000	8
-2000 to -1500	14
-1500 to -1000	18
-1000 to -500	47
-500 to 0	47
0 to 500	62
500 to 1000	1
1000 to 1500	1
1500 to 2000	0
2000 to 2500	0
Greater than 2500	0



RPS Changes Implemented

What information could we share with the trade to clear the air?

- MPI has been sharing the last 3-month performance, parallel vs current data to show the benefit.
- SRAs have been and will continue to use data to show each shop what difference the change made even how many less dollars we expect the shop to provide in savings.
- MPI won't be running parallel data any longer, so we'll be using Jan, Feb, Mar.
- Messaging for shops who may see a bad month.
 - We understand that there may be a month where a shop may still not meet as they may have been benefiting from not seeing much SRS but this levels off the industry, as well as the performance for those shops across the year and during those times they do see SRS parts.



ADAS

May 15 2023



MANITOBA
PUBLIC INSURANCE

ADAS Calibrations

- Trade perception is that a dual calibration is the most that can be billed as noted in the Glass committee
 - PDM is working on a communication and enhancement to the ADAS calibration standard for clarity
 - The following is copied from our Standard and the yellow is what shops have been missing.
 - The maximum allowance permitted per component is \$330 (south) or \$396 (north). This amount may only be requested when an individual component requires both a static and dynamic calibration.
 - The maximum allowance permitted for each vehicle is \$660 (south) or \$792 (north). This amount may only be requested if the repair requires both calibration of multiple components.
 - Important reminder that when subletting that a primary repairer receives as much information from the sublet repairer possible to ensure they are invoicing MPI for all entitled operations. See (Audi example on upcoming slide)
 - Note that a majority of calibration requirements we've seen only require one calibration allowance.
- MPI is also seeing shops remove or replace components without recalibrating. MPI has been following up with shops and customers to ensure this operation is being completed.



Examples of ADAS Calibrations

2022 Honda Civic

- Windshield procedure replacement, OEM procedures: Multipurpose camera unit requires either **Dynamic or Static** options=\$165

2022 Honda CR-V

- Windshield procedure replacement OEM procedures: Multipurpose Camera Unit must be **re-aimed** = Static Calibration=\$165

2022 Ford F Series F150

- Windshield indicates that the vehicle contains the following features, Lane departure, Automatic Braking, Automatic cruise. **This is an example of multiple features but only one component requiring calibration.**
- Based on OEM procedures when replacing a windshield as long as the IPMA camera is calibrated no other modules require calibration. The process involves a scan tool and driving 10 minutes above 65kms on a well painted road. (\$165.)



Examples of ADAS Calibrations

2021 BMW X4

- Calibrate CADAS camera – Static but not complete until vehicle drives in traffic which indicates customers should be aware that it has a relearn.
- This doesn't qualify for both static and dynamic, just static as relearn is completed by the customer after several KMS of driving. (\$165 allowance applies)

2018 Audi Q7

- This vehicle has adaptive cruise, night vision and lane departure.
- OEM procedures indicated separate procedures for calibration for all three components
 - Adaptive cruise = \$165
 - Night vision = \$ 165
 - lane departure = \$ 165
 - Total = \$495 Opposed to asking to calibrate for \$165, yet dealer charging somewhere around \$500. In this example a check wheel alignment would also be eligible and customer responsible for any alignment or worn/damaged suspension.

