



Program & Accreditation Consultation Committee Minutes

October 28, 2024

1:00 pm to 4:00 pm

Committee Attendance:

- John Bowering, MPI
- Waldemar Koos, MPI
- Gord Froese, MPI
- Denis Cloutier, ATA
- John Vernaus, ATA
- Norm Bruneau, ATA
- Lynsey Wilson, MMDA
- Dean Cooley, MMDA
- Geoff Sine, MMDA

Guests:

- Lee Rosenberg, Sales and Service Safety Association
- Melodie Garing, MPI (minutes and notes)

John Bowering and Waldemar Koos chaired the meeting.

S2SA Theft Risk Assessment

MMDA has asked Sales & Service Safety Association (S2SA) to review and conduct a risk assessment on the shop side of handling theft claims. Lee Rosenberg from S2SA presented the results of the risk assessment. The committee discussed the findings. MPI appreciates S2SA's effort on this topic as it helps to better understand the feedback that was provided by shop representatives during the town halls held in 2024.

Gord Froese from MPI provided an overview of MPI's process. Vehicles with an uncontrolled release of an unknown substance are assessed to determine the risk and are remediated if necessary before they are sent out for repair. This process primarily applies to vehicles that are stolen and recovered in an around Winnipeg. MPI acknowledged that applying the same process consistently across rural areas has been challenging. MPI takes the feedback seriously and will investigate options to improve its current process.

Association Updates

- ATA update provided by Denis Cloutier:
 - A new website that showcases careers in collision repair, auto (mechanical) repair, automotive glass, and related employment opportunities in the province of Manitoba will be launched next month.
- MMDA update provided by Lynsey Wilson:
 - The MMDA's annual Drive! event is happening on November 1.
 - The international recruitment program is continuing with 23 newcomers arriving this fall/winter.

MPI Updates

- The dedicated hail estimating centre at MPI's physical damage centre (PDC) is closed.
- Customers reporting hail claims will be scheduled at one of MPI's service centres for an estimate.
- MPI's estimators recently had a professional development day. The content was focused on general insurance knowledge.

IMEX Issue

MPI is aware of a discrepancy between the IMEX software that some shops use to track their Realized Parts Savings (RPS) and MPI's RPS targets that were recently updated. MPI is working with impacted repair shops to ensure they are aware of the correct RPS targets for their work mix to help mitigate impacts to any shop's KPIs. Any data shared would be specific to the repair shop that is requesting it. MPI will not share any proprietary data about a repair shop's performance with others unless the repair shop in question has provided MPI with written authorization to do so.

It is important for all repair shops to remember that MPI does not have a business relationship with IMEX. For tracking RPS, MPI does not endorse IMEX or any other vendor. The most accurate information about any MPI policies or procedures can be found on mpipartners.ca. Any questions should be directed to the shop's SRA. MPI may share additional data with individual repair shops upon their request or as part of SRA coaching or a formal corrective action plan (CAP).

OEM/ICAR Recommendations / MPI Process (MMDA)

Examples where MPI chose to deviate from OEM position statements or ICAR guidelines were discussed. As stated in the light vehicle accreditation agreement, MPI is committed to ensuring that its customers receive proper repairs and excellent customer service from vehicle repair shops in Manitoba.

While MPI's goal and expectation of an accredited repair shop are for the total repair to be in compliance with OEM product/repair specifications, general guidelines or preferences by third parties are reviewed on a case-by-case basis. Work that is completed according to the latest version of an estimate approved by MPI meets the requirements for Proper Repair.

At this time, MPI is not looking to add any further documentation to be sent directly to the customer.

Adjuster Wait Times / MPI Internal Process

The MMDA brought forward several examples regarding adjuster wait times, specifically when a vehicle is marginal. In some cases, the wait times to be identified as marginal has exceeded 19 business days. MPI is aware of the delays and is actively investigating ways to reduce wait times.

ADAS Compensation

Work to date was reviewed. MPI worked with the associations to collect relevant data and shared its findings. The results indicated that the current compensation for ADAS calibration aligns with the time it takes to complete the work. At this point in time, MPI is not considering any compensation changes. ADAS compensation will be reviewed again in preparation for the 2025 LVAA.

PDR Feedback

The ATA shared concerns with how information was communicated between the PDR working group consisting of PDR providers versus the Tech & Parts Committee. While both ATA and MMDA representatives were included in all communications with the PDR working group, MPI appreciates the feedback and will ensure that the information is presented at the next Tech & Parts Committee meeting for discussion.

Parts Margin Erosion

The ATA shared the results of a recent informal survey regarding parts margins. 23 shops participated and provided figures for 2022 versus 2023. All participating shops saw a margin reduction. The lowest reduction was 0.05% while the highest was 4.4%. The average for all participating shops was 0.6%, which the ATA approximated as a 2% impact to net profit.

Town Hall Feedback

MPI completed its annual townhall series after connecting with interested repair shops in Winnipeg, Brandon, and Thompson. MPI expressed its appreciation for the ATA's and MMDA's participation and support. There was great engagement at all three sessions with good discussion among attendees and valuable feedback was shared with MPI representatives. The option of a virtual town hall was discussed. Feedback from the committee was that this would not add much to further engage shops. MPI is preparing a follow up survey to conclude the formal engagement for the 2025 LVAA.

Meeting adjourned at 4:00 pm.