



## Technical and Parts Consultation Committee Minutes

December 6, 2023

1:00 p.m. to 3:00 p.m.

### Committee Attendance

- Tully Gawazuk, Industry
- Ferd Klassen, ATA
- Denis Cloutier, ATA
- Lynsey Wilson, MMDA
- Franca Colosimo, Industry
- Robert Ferreira, MPI
- Amory Kuypers, MPI
- Cody Sterzer, MPI
- Gord Froese, MPI

### Regrets:

- Ryan Kehl, Industry
- Steve Lupky, MPI
- Waldemar Koos, MPI

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### Action Items from previous meeting's agenda (June 20, 2023)

#### 1. Trade to provide feedback on the Parts Autonomy survey draft.

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- The responses have been received and analysis is underway. The results will be presented and discussed at the next meeting.

##### Action Item

- MPI to share results with the committee members for review prior to the next meeting.

#### 2. Trade to provide feedback on the plastic repair guidelines/job aid draft.

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- Currently being finalized.

##### Action Item

- Ferd and Gord to finalize job aid and send to committee members for review.

#### 3. MPI to clarify the Betterment Estimating Standard and send related NTT.

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- ES update published and NTT sent December 1.



## New Business:

### 1. Betterment

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Reviewed the recently updated estimating standard and related NTT. The new rules, examples and procedures were discussed. It was agreed that this new process will more accurately account for betterment costs applicable to line-discounted, price-matched and alternate parts.

Also discussed a gap in Mitchell Connect where the PST is not properly calculating on betterment. MPI is working with Mitchell to address the issue, in the meantime CAU will review affected claims.

It was asked if this new process will trigger an audit. Rob shared that the SRA's will get out to the shops to review and explain the new process as soon as possible. This will also be a topic in the upcoming shop talk.

### 2. PDR Update

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MPI advised that the PDR program review/update that was started earlier this year will now resume.

Several PDR process questions were discussed, including sublets from PDR shops to light vehicle accredited shops, repair versus replace decisions and PDR quotes. All round table items and tech committee process questions will be evaluated as part of the PDR program review.

### 3. Mitchell Software

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Several Mitchell items were raised for discussion including:

- Zurich Insurance shows as an option along side MPI.
- Task lists are filling up with old tasks and shops are unsure why MPI tasks are now showing here.
- Journal Notes
  - Dispatch details have recently been added. This process is operating as expected, all details are now provided to the shops and MPI estimators. Note that there is some MPI internal information that won't be relevant to the shops (for example, blue, and red flag information). Shops should continue to rely on messages that speak to cases of estimate only but not repair followed by adjuster contact.
- Blend times
  - Some providers have increased over the 50% blend time due to the findings in the SCRS blend study. Mitchell is the only major company that hasn't adopted it. The trade feels that MPI should allow more time for blend.



#### 4. Non-Mitchell Item

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- Rivets and shop materials that were previously discussed have been added as an agenda item again for the next meeting.

#### *Action Items*

- MPI to review and comment on blend report at the next meeting.
- MPI to reply to rivet/shop material concern.

#### **Next Meeting:**

- The next consultation committee meeting is scheduled for Wednesday, February 7, 2024 from 1:00 to 3:00 p.m.

**Meeting adjourned at 2:50 p.m.**

# Technical & Parts

## Consultation Committee

Dec 06, 2023



MANITOBA  
PUBLIC INSURANCE

# Agenda

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2. MPI to send an NTT regarding the available plastic repair training.
3. Trade to provide feedback on the plastic repair guidelines / job aid draft.
4. MPI to clarify the Betterment standard and send a related NTT

## New items to discuss

1. Betterment
2. PDR Update



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## New items to discuss

1. **Betterment**
  - ▶ [Betterment Depreciation \(mpipartners.ca\)](http://mpipartners.ca)
2. PDR Update



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# PDR Recap & Progress

## Milestones

- April 11<sup>th</sup>, 2023 - PDR Roundtable
- May 16<sup>th</sup>, 2023 – Roundtable summarized and shared
- May – June 2023 – Assessed impact / feasibility of roundtable ideas
- July – August 2023 – Created strategy and schedule to improve PDR process
- Dec 2023 – Socializing strategy and schedule

