



Technical and Parts Consultation Committee Minutes

March 16, 2023

1:00 pm to 3:00 pm

Committee Attendance

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

Regrets:

- Ryan Kehl, Industry
- Steve Lupky, MPI

Action Items from previous meeting's agenda (January 19, 2023)

1. Follow up on towing concerns

MPI provided an update on the process for confirming when a selected shop is ready to accept a tow. Once the customer confirms the shop, the shop is called and must accept the tow before it is initiated by MPI. If it is not accepted, the process is restarted with the customer.

MPI is working with the designated towing company to make process improvements and reduce inconvenient drop-offs.

Shops are encouraged to create a designated drop zone to avoid drop-off issues. If there is a towing issue, please send an email to towingservices@mpi.mb.ca.

The committee then discussed backlog claims. Gord advised that the adjusters could work with Accredited Repair to help customers locate a shop. Also, shops should be using the [temporary repair process](#) to alleviate backlogs.

2. Investigate accessory workflow adjustment

See New Business item #3 below.



3. Tully/Waldemar consult on Polestar Electric Vehicle (EV) claim

Tully provided an update on the progress of this repair. He recommended to contact the Polestar dealership in Toronto for information on this brand. They were very helpful in identifying the appropriate repair procedures and sourcing the required parts.

The dealership emphasized the importance of maintaining the battery charge if it was going to sit for an extended period.

4. Customer script review regarding EV repairs

MPI will be working with the Contact Centre to expand the messaging about EVs during claim reporting/creation.

This should bring more awareness to the customer about selecting the appropriate shop to repair their EV.

New Business

1. Parts Autonomy

MPI presented the new data (*see slides 3-6 below*).

Consistent performance was noted; however, there was a slight drop in the first months of the year. This is normal and expected for each calendar year after the “current model” rolls over.

Mitchell’s automatic price changes and how they may affect RPS were also discussed. There is an upcoming Mitchell update that will change the calculation so that it “locks in” the shop accepted price, which should address these concerns.

Denis shared feedback from an ATA member about a suspected reduction in profit margins following the removal of SRS components from the RPS data.

Rob will work with Ferd and Dennis to review the examples.

Action Item

- Ferd and Denis to provide claim examples of margin reduction for MPI to review.



2. PDR Review

An additional 20 survey responses have been collected since the last Parts & Technical committee meeting. All feedback has been collected and the common themes were discussed (see slide 8 below).

The shops/providers that have volunteered or were nominated to participate in ongoing conversations were also discussed (see slide 9 below). MPI is open to feedback for how participants will be selected, who should attend from the P&T committee, and how the meetings will be carried out.

3. Accessories

MPI presented a plan for an accessory pilot program to test an enhancement to the accessories sourcing and approval process (see pilot summary on slide 11 below).

Any changes that will be considered for full implementation will be based on lessons learned and feedback collected during the pilot.

MPI will release an NTT to provide additional details regarding findings and next steps to the trade following the pilot.

4. Plastic Repair

The ATA brought forward questions from the trade regarding the criteria for plastic repair. They agreed that the trade needs to adopt plastic repair but feel that there needs to be published criteria, otherwise a repair decision may come down to a difference of opinion with the Estimator.

They suggested that an Estimating Standard be developed to address this concern. Additionally, the committee discussed ways to encourage shops to invest in the proper tools and training for plastic repair.

The committee agreed that an MPI/ATA joint research project should be conducted to determine appropriate criteria and bring better awareness to the trade.

Action Item

- MPI will look for training dates for tech visits and put out the call for shop volunteers for the plastic repair research project.

Next Meeting

- Thursday, May 18, 2023, from 1:00 p.m. – 3:00 p.m.

Meeting adjourned: 3:00 p.m.

Technical & Parts

Consultation Committee

January 19, 2022



MANITOBA
PUBLIC INSURANCE

Agenda

Actions from last Meeting

1. MPI to follow up regarding trade towing concerns
2. MPI to investigate workflow adjustments for accessory reviews/approvals
3. Tully/Waldemar collaboration on Polestar EV claim
4. MPI to review customer scripts regarding EV repairs

New items to discuss

1. Parts Autonomy
2. PDR
3. Accessories
4. Plastic Repair
5. Recycling Programs



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Parts Autonomy

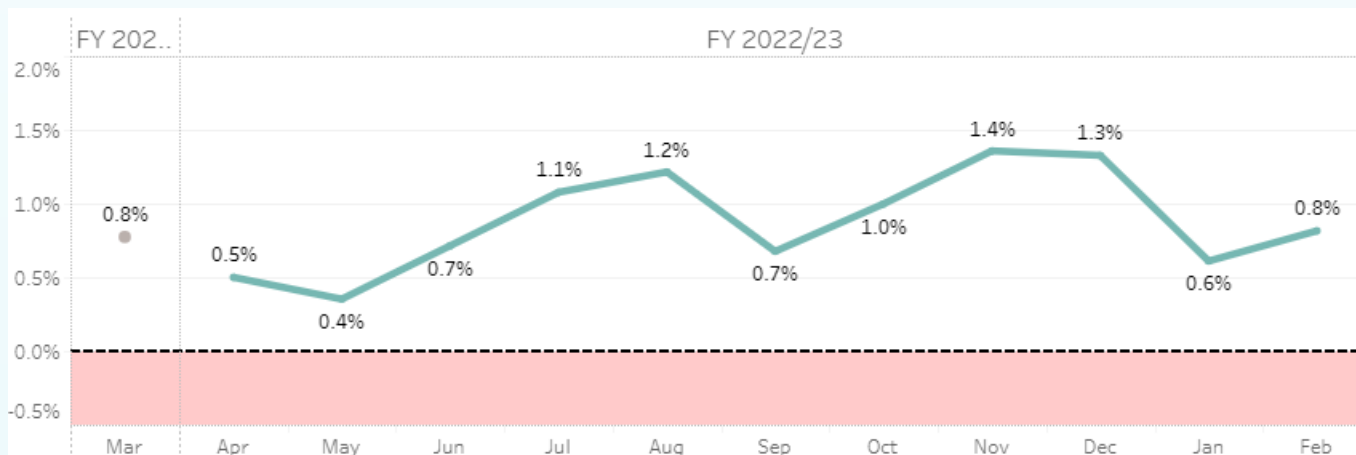
RPS Quarterly Performance

	FY 2022/23			
	Q1	Q2	Q3	Q4
Level 2	27	45	42	39
Level 1	113	108	118	116
Perf. Review	88	73	66	71
Lost PA	1	1	1	1
Success Rate:	61.1%	67.4%	70.9%	68.3%

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

Note: Q4 only contains 2 months at this time. Updated monthly for progress monitoring.

RPS Variance by Month



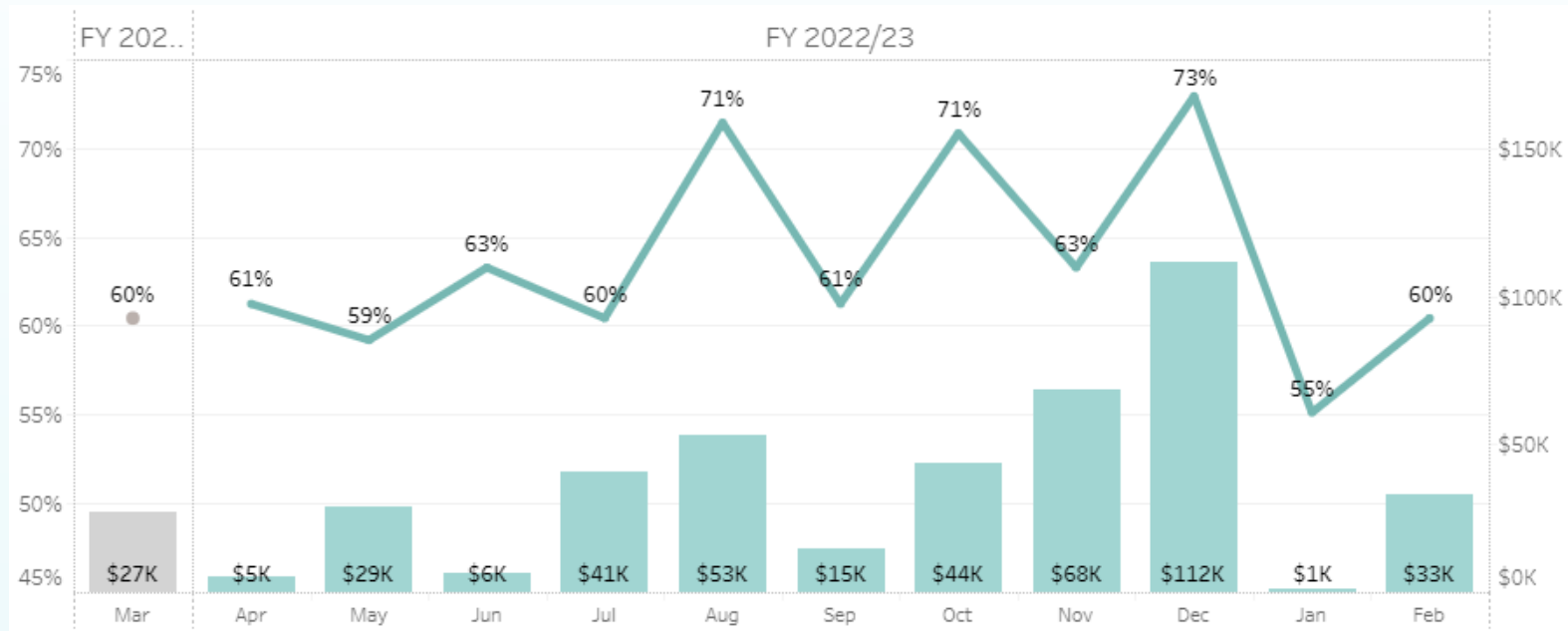
Shop Type Analysis

Dealer* — shop success

*Includes 1 shop in Lost PA

	FY 2022/23			
	Q1	Q2	Q3	Q4
Success Rate:	59.2%	65.3%	71.4%	61.2%

Note: Q4 only contains 2 months at this time. Updated monthly for progress monitoring.

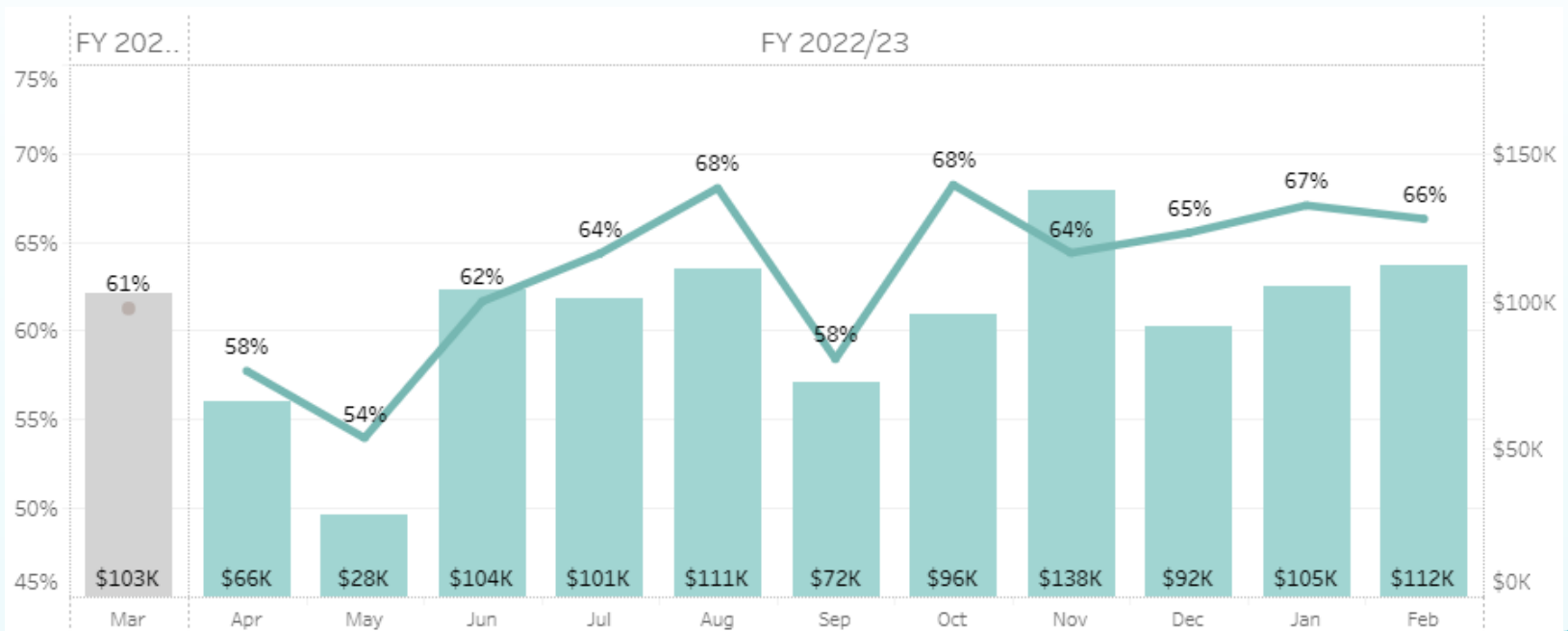


Shop Type Analysis

Independent – shop success

	FY 2022/23			
	Q1	Q2	Q3	Q4
Success Rate:	61.7%	68.0%	70.8%	70.2%

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Paintless Dent Repair

Final Survey Results

51 responses vs 33 in January

Common Themes in written responses

- Streamline communications (faster)
- Allow customers to visit PDR first
- Enhance current recognition process to support insurance quality repairs
- Standardize technician qualifications
- Fully leverage PDR before engaging conventional repair
- Offer local solution for certification that is recognized across Canada



Paintless Dent Repair

Next steps: Meet with PDR providers to discuss survey results

Self or nominated to participate in round table discussion

PDR providers

- Dent Dynasty
- Doctor Dent
- ProDent PDR
- Miracle Dent
- Trident PDR
- Dented
- MagicMen PDR
- DCC Hail
- HAIL Pro PDR
(formerly Optimum Paintless Hail Repairs)

Body Shops:

- Pembina Hills Collision
- Beausejour GM



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Accessories

Next steps: Pilot to test process enhancements

Introducing new Supported Estimating Workflow

Process enhancements to be tested are:

- a. 01 estimates: MPI to price out accessories incl. shipping before sending estimate to shop
- b. 99 estimates/supplements: Shop to submit accessories as \$1 for MPI to price out

Supported Estimating Workflow:

1. “New” Compliance Profile introduced to facilitate small-scale pilots
 - a. Work is funneled to separate queue
 - b. Specific compliance rules for each pilot can be created / deleted / modified as required, assigned only to pilot participants
2. Estimate Access
 - a. Pilot participants request estimate from MPI. MPI sets compliance profile and sources accessories on first estimate.
3. Direct Repair (DR) privileges
 - a. Pilot participants retain their DR privileges. MPI will need to provide a ‘shell’ estimate to get shop started.
4. Earned Approval Limit (EAL)
 - a. Paused for duration of pilot. Ensures all relevant claims are included for testing new workflow by shop and MPI.
5. Parts Autonomy (PA) privileges
 - a. Pilot Participants retain their PA privileges.



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