



March 31, 2022

Attn: Collision Repair Program Participants

RE: Collision Repair Program - Updates for 2023 program year

Hello Program Participant,

I'm pleased to share that we're making some improvements to our Collision Repair Program (CRP) starting May 1, 2022, which also marks the start of a new program measurement period.

The changes are outlined in the [Collision Repair Program Guide](#) ("Program Guide") and have been summarized below.

I'd also like to take this opportunity to provide more context for the more significant updates we're making to the Key Performance Indicators (KPIs), specifically the weighting of the Customer Satisfaction Index (CSI) and the Quality Assurance (QA) outcomes.

Our goal remains the same: making sure KPI measures are fair and equitable across all suppliers. At this time, we've been unable to collect a sufficient number of CSI surveys to be able to factor these into your overall index score/rank, so we will not be scoring the CSI KPI for the upcoming measurement period. However, we're making some adjustments to the weighting. We ask that you continue to promote CSI surveys for our mutual customers as we will be looking to identify a way to use the CSI metric in the future.

On QAs, only randomized and audit selected Quality Assurance (QA) assessments will contribute to your QA KPI. Previously, discretionary QA assessments factored into your QA KPI score as well.

Do you have questions about the updates to the Collision Repair Program? We're here to help. Please reach out to your [Account Service Representative](#) if you need assistance.

Sincerely,

Alden Li
Director, Director, Claims Customer and MD Strategy

Below you'll find a summary of the improvements to the Program Guide, including details on the KPIs. The following updates will take effect on **May 1, 2022**.

Section 4.1.3 - Hours of Business

We've updated the meaning of "Business Day" for the purpose of the Program. A Business Day is a day that is not a Saturday, Sunday or a statutory holiday recognized by British Columbia.

Section 5.2 - Tiering at Program Intake and Annual Tiering Evaluation





We've clarified Tier 1 requirements. Specifically, participants with low non-drive volume compared to the regional average may not be eligible for Tier 1.

Section 5.4 – Collision Repair Network Locator & Section 9.22 – Excessive Wait Times (Non-Drives)

The [Collision Repair Network Locator](#) on icbc.com is intended to guide customers to participants that have capacity for repairs, including non-drive repairs. Participants that request to be added to the Non-Drive Volume Delay Notification list will be removed from the Collision Repair Network Locator if they are not accepting non-drive claims for more than seven days.

Section 6.3.1 - Individual KPI Participant Report

The Customer Service Index (CSI) will continue to be displayed on individual KPI scorecards, but starting on May 1, 2022, CSI will no longer be a KPI measure of performance for the purpose of tiering. We've included an updated table below to show you the new weighting.

While CSI will be a non-scoring metric moving forward, ICBC will still collect surveys so that we can better understand the customer experience. Specific NPS Survey data will still be accessible via Mitchell Connect. Participants should continue to promote survey completion with our mutual customers as we will look to identify a way to use the CSI metric in the future.

The survey questionnaire will also be simplified, reducing the number of questions. A further communication will follow for when the survey questionnaire will go into effect and while still a non-scoring metric, the regional scoring will display within Entegral instead of the placeholder value you see today.

KPI Measure	KPI Weighting				Repair Process Components
	Current Overall Weighting	May 1st Overall Weighting	Current Sub-Weighting	May 1st Sub-Weighting	
Estimatics	10%	25%	40%	40%	Initial Estimate Efficiency
			20%	20%	Alternate Parts
			20%	30%	Repair to Replace Ratio
			20%	10%	Average Severity
Cycle Time	20%	25%	75%	25%	Key to Key Cycle Time
			25%	75%	Average Labour Hours per day
QA	50%	50%	80%	60%	Overall file score
			20%	40%	QA Variance
Customer Satisfaction Index	20%	0%	20%	0%	Net Promotor Score



Section 6.4 - Quality Assurance and 6.4.4 - Outcomes

Starting on May 1, 2022 only randomized and audit selected Quality Assurance (QA) assessments will contribute to your QA KPI. Discretionary QA Assessments completed by ICBC will be used for positive recognition or coaching and will contribute to other Performance Management mechanisms.

Section 8.3 - Cycle Time Entries

We have made an adjustment to allow a participant to adjust the cycle time start date to align with the date of a submitted Non-Drive Volume Delay Notification form when a participant can receive the non-drive but cannot start repairs within allotted Grace days. We are also making a revision to how cycle time is captured on multiple claims being repaired at the same time.

Section 8.7 - Documenting Multiple Claims

We've clarified when you can proceed with repairs without flagging "Requires Review" when repairing a vehicle with multiple claims. When multiple claims have overlaps the participant may still request additional support from ICBC.

Section 8.14 - Unrelated Damage or Damage Not Consistent with Assignment Notes

We've clarified the differences between clearly related, unrelated and questionable damage and when a participant requests "Requires Review" for ICBC to decide if the damage in question is related to the claim.

Section 9.7 - Grace Days

We've updated the Program Guide so that days not counted towards the Alternative Transportation Service (ATS) Responsibility Date matches the Business Day definition.

Section 9.9 - CL113 (F/H) - Notification of Direct Rental Form

We've clarified when you need to submit an estimate if a rental vehicle is required for a customer. We now note the estimate must be submitted no later than two business days after the ATS Responsibility Date.

Section 9.21 - Holds Based on Repair/Total Loss Decisions & Section 9.21 - Applicable ATS Courtesy Vehicle Allowance - Total Loss Stoppage

We've updated the terminology to reflect and align with current Mitchell Cloud Estimating procedures.

Mitchell Cloud Estimating (throughout the Program Guide)

We've updated the Program Guide to be consistent with Mitchell Cloud Estimating terminology.