

Spring 2025

# Collision Repair Program Guide Updates

Effective May 1, 2025

We respectfully acknowledge  
the traditional and unceded  
territory of the Stó:lō people,  
meaning “people of the river”.



# ICBC Presenters

**Tasha LaPlume**



Business Process  
Advisor

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Manager MD  
Account Services

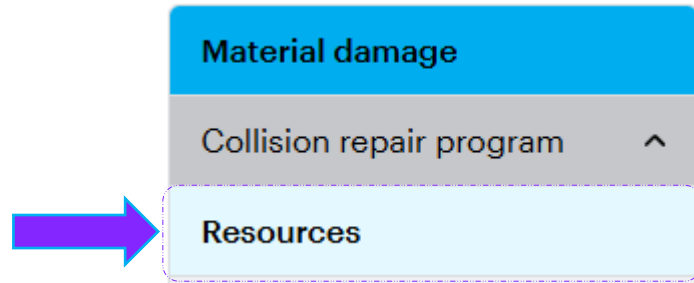
**Shane Loiselle**



Manager MD  
Program Services

# MS Teams and Presentation Overview

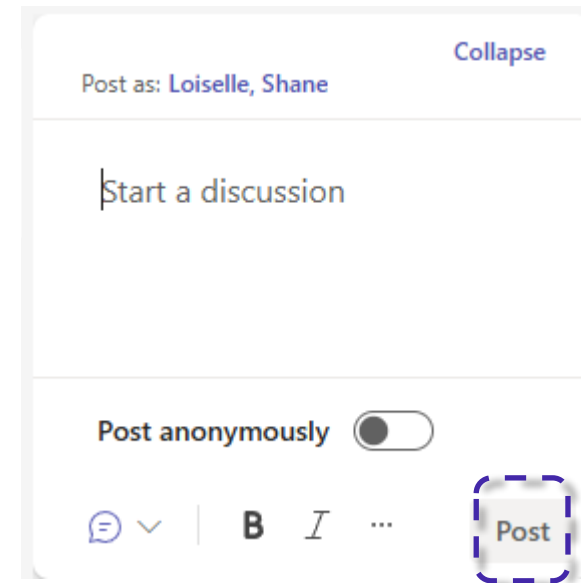
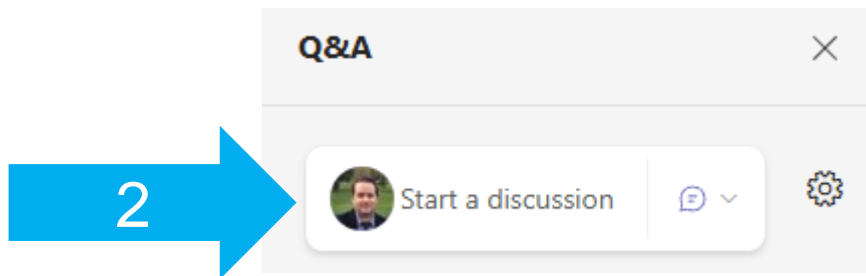
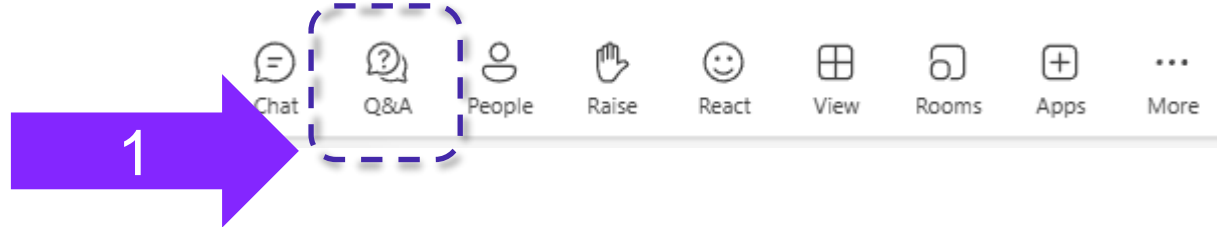
- Please note your video and audio have been disabled
- The presentation will be recorded and posted on the ICBC MD Partner's Page



- The presentation will take approximately 45 mins and 15 mins for questions

# MS Teams and Presentation Overview

- You can ask questions at any time using the Q&A feature
  - The chat function is disabled
  - Questions are only seen by the presenters
  - Only questions related to the material will be addressed
  - Please ensure your name and facility is displayed or in the comment in case we need to follow up after the session to answer your question



# Today's Agenda



1

**Special Compensation Fund and  
Warranty Obligations**

2

**Tiering and Development Rates**

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**Estimates and Supplements**

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**Documentation Requirements**

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**Alternate Transportation Service  
(ATS) and Loss of Use**

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**Resources / Questions**

# Special Compensation Fund (SCF) and Warranty Obligations

– Sections 2.5, 12.2, 3.2, 3.3

## Background

- In 2024, the Fund balance would not cover remaining warranties
  - ICBC made a **one time** \$150,000 contribution to the Fund to cover remaining warranties for the current program year
  - **Pressure on Fund** due to increased closures over COVID and ability for new owners to make SCF contribution instead of maintaining warranty
- ICBC has not collected annual contributions since 2012

# Special Compensation Fund (SCF) and Warranty Obligations

– Sections 2.5, 12.2, 3.2, 3.3

## Changes

- Facilities purchasing an existing Collision Repair Program facility will be required to **maintain the existing warranty** (to obtain ICBC consent to assign the Collision Repair Agreement)
  - No Initial Contribution to the SCF will be required
- All facilities will be required to contribute **\$300 annually** if and when required



*ICBC is evaluating longer term potential changes to the warranty aspects in the Collision Repair Program*



# Tiering and Development Rates – Sections 5.1, 6.7.5

- Change to Assessment Tier for existing Participants:

## **Current State:**

- If Tier 2 Minimum Threshold is not met **after 12 months**, the Participant may be removed from **the Program**.

## **Future State:**

- If Tier 2 Minimum Threshold is not met after 12 months, the Participant may remain in the Assessment Tier for an **additional 12 months** and are subject to the **Development Rate**
  - After **24 months** in the Assessment Tier, the Participant may be required to exit the Program if Tier 2 Minimum Threshold is still not met.
- The Development Rate is being reviewed and potentially adjusted prior to tiering

# Estimates and Supplements – Sections 8.1, 8.2 & 8.2.3

- Correct vehicle make, model, trim level and options must be entered on the estimate to establish an **accurate maximum repair amount** to help with repairability decisions.
- Tear down to perform diagnostics in order to create a comprehensive initial estimate is **not considered commencing repairs**, which includes:
  - Remove parts to assess hidden damage,
  - Confirm part prices and availability,
  - Diagnose the damage by performing scans where applicable, and
  - Pull to determine repairability of a panel

**Reminder:** *refer to cycle time definitions to ensure accurate reporting*



# Estimate Submissions and Approvals

- Feedback from industry is allow straight through processing
- Evidence that some facilities are submitting additional reviews that are not required
- Unnecessary estimates flagged for review impacts ICBC's ability to manage increased volume
- ICBC clarifying position and ability to correct estimates on the back-end including payment corrections
- There are some opportunities for facilities to reduce the volume of ICBC reviews

## 2024 Examples

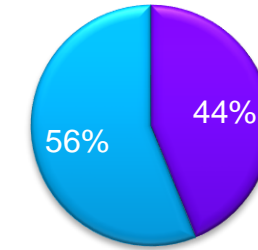
- 304 Judgment times were adjusted
- 248 replacements changed to repair
- 733 identified no damage

# Estimate Approval Delays

Opportunities to reduce estimates requiring review:

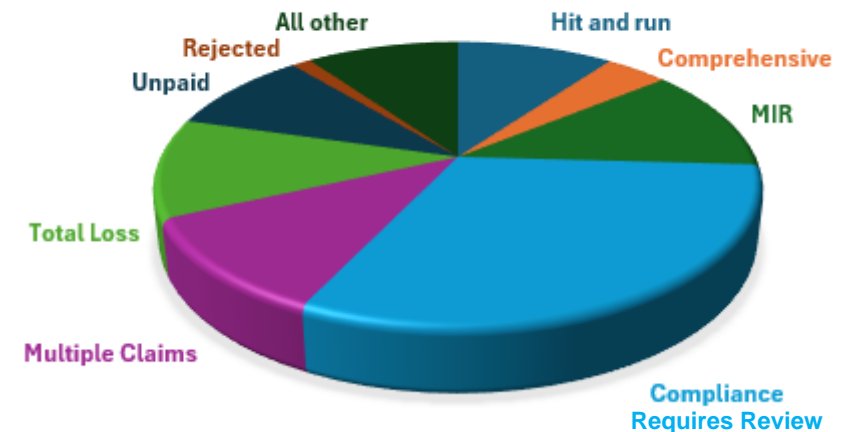
- Multiple claims do not require facility to flag for ICBC review
- Many compliance failures are not required to be flagged (e.g., unrelated damage, related damage not in messages)

## Straight-through vs. Manual review



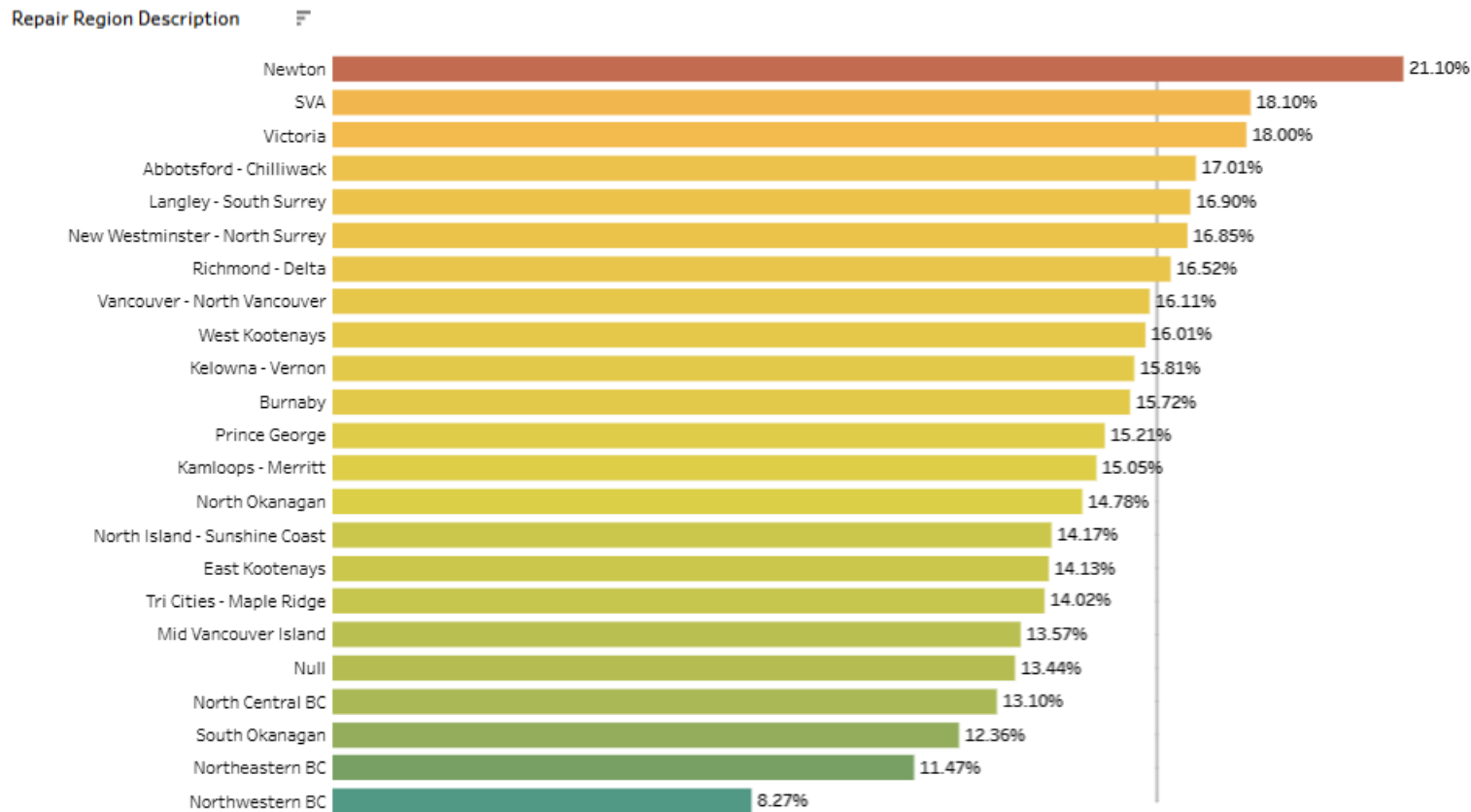
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## BREAKDOWN OF ESTIMATE REVIEWS



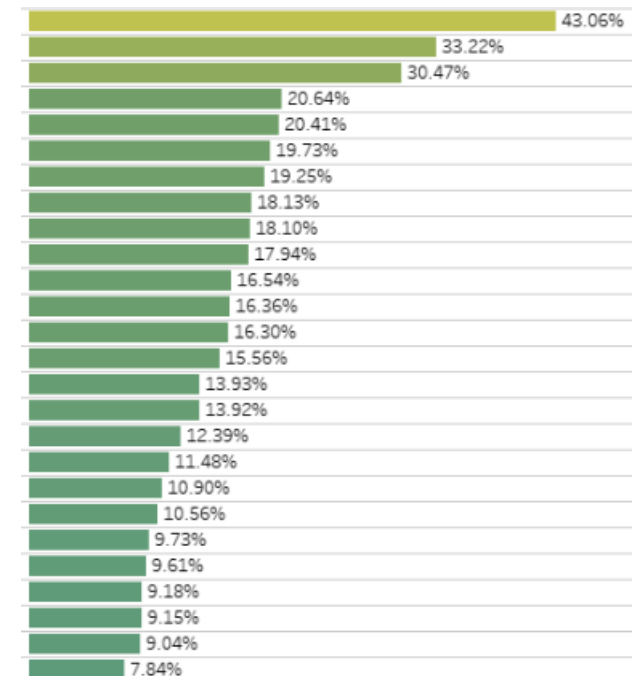
# Region Breakdown of Requires Review

Region AVG percentages of estimates that have “Requires Review” requiring ICBC estimator to view estimates or supplements. Within regions, percentages can vary dramatically.



Industry Average: 16.25%

## Example- Langley/South Surrey



# Estimate and Supplement Corrections/Adjustments made by ICBC

## – Sections 8.1, 8.2

- When non-compliance is discovered on an estimate/supplement or when operations or labour hours are deemed unnecessary or unrelated, ICBC reserves the right to **modify the estimate** and **correct payments** made, if applicable.
- **Unnecessary** or unjustified estimate submissions with “*Requires Review*” and excessive supplements may trigger application of performance management consequences.
  - A list of circumstances where the Facility can request ICBC review has been included.
- **Manual approvals** of estimates flagged with “*Requires Review*” only relate to the specific purpose of the review, and items outside the specific review may be modified later if required.

## Documentation Requirements – Section 8.9

- All supporting documentation must be uploaded to Mitchell **prior to requesting payment**. This has been a requirement since January 2025.
  - Approximately 60% of claims submitted have documents attached.
  - Effective May 1, missed documentation may impact QA scores.
- Estimate entries not supported by applicable documentation may be subject to **payment reversal**, e.g., no invoice supporting part replacement.
- Requirement to include a **signed customer rental agreement** when the customer takes a shop-provided rental vehicle.



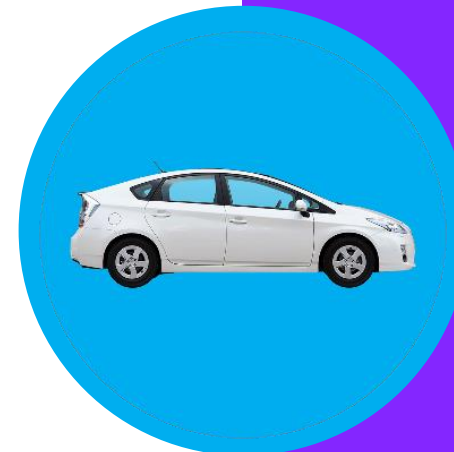
# Alternate Transportation Service and Loss of Use

Section 9.0 “Alternate Transportation Service” has been reorganized into an easier to follow workflow format.

## CHANGE HIGHLIGHTS:

- Simplify Non-Drive Grace Days Calendar
- Removal of Wait Time Delay (Non-Drive Volume Delay Notification)
- Direct Rental Referral submission guideline update – Non-Drive and Drive claims
- ATS Compensation

Loss of Use and Rental is now separated from ATS into the new Section 10.





# ATS Enhancements

- **Simplify Non-Drive Grace Days Calendar**
  - Reduce to **one** calendar based on three Grace Days across all estimate and claim types.
  - Charts 1 and 2 have been removed and are **no longer applicable**.

3 Grace Days apply

~~Chart 1 — Non-Drive Vehicles, ICBC Completed Estimate (Except Total Theft Claims)~~

Vehicle arrives at Facility	ONE Grace Day	ATS Responsibility Date
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday	Monday	Tuesday
Saturday/Sunday	Monday	Tuesday

~~Chart 2 — Non-Drive Vehicles, ICBC Completed Estimate (Total Theft Claims)~~

Vehicle arrives at Facility	TWO Grace Day	ATS Responsibility Date
Monday	Tuesday/Wednesday	Thursday
Tuesday	Wednesday/Thursday	Friday
Wednesday	Thursday/Friday	Monday
Thursday	Friday/Monday	Tuesday
Friday	Monday/Tuesday	Wednesday
Saturday/Sunday	Monday/Tuesday	Wednesday

Chart 3 — Non-Drive Vehicles, Participant Completed Estimate

Vehicle arrives at Facility	THREE Grace Day	ATS Responsibility Date
Monday	Tuesday/Wednesday/Thursday	Friday
Tuesday	Wednesday/Thursday/Friday	Monday
Wednesday	Thursday/Friday/Monday	Tuesday
Thursday	Friday/Monday/Tuesday	Wednesday
Friday	Monday/Tuesday/Wednesday	Thursday
Saturday/Sunday	Monday/Tuesday/Wednesday	Thursday

# ATS Enhancements



- **Removal of Wait Time Delay (Non-Drive Volume Delay Notification)**

- ICBC Estimating and Admin staff have already been managing non-drive vehicle movement to facilities on a [per-claim basis](#) since summer 2024. This change eliminates the need to continuously submit a webform to keep wait delay information up to date as this will be done in real-time.



## Update to Cycle Time Entry

Car in Date (Key in date)	The date the vehicle arrived at the repair facility for the purpose of repair with a fully authorized claim number.  <b>Note:</b> For non-drives with an agreed claim processing start date after the tow in date, the Car in Date is that agreed upon start date.
Car in Time (Key in time)	The time that the vehicle arrived at the repair facility for the purpose of repair (to the nearest hour) with a fully authorized claim number.  <b>Note:</b> For non-drives with an agreed claim processing start date after the tow in date, the Car in Time is 8:30 AM on the agreed upon start date.



## Determining ATS Responsibility Date

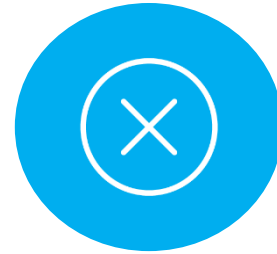
If the Participant	Then
accepts the vehicle immediately	<ul style="list-style-type: none"><li>• the tow will be arranged as soon as possible, and</li><li>• Grace Days are calculated from the date the vehicle arrives at the facility (tow in date).</li></ul>
agrees to accept the vehicle on a specific date	<ul style="list-style-type: none"><li>• the tow will be delivered on the agreed upon date, and</li><li>• Grace Days are calculated from the date the vehicle arrives at the facility (tow in date).</li></ul>
agrees to accept the vehicle on a specific date and start processing claim at a later agreed upon date	<ul style="list-style-type: none"><li>• the tow will be delivered on the agreed upon date,</li><li>• the repair start date will be documented by ICBC, and</li><li>• Grace Days are calculated from the agreed upon start date.</li></ul>

# ATS Program Changes – Loss of Use (LOU)

LOU/Rental is now separated into its own Section (10.0) to ensure clarity about the distinctions between the two Programs – ATS and Loss of Use.

- **Direct Rental Referral (DRR) submission guideline update**

- **Non-Drive Claim** – No requirement to submit a DRR when a Facility elects to keep the customer in a rental already approved prior to ATS Responsibility Date.
  - ✓ *The facility is still required to submit the estimate within two Business Days of ATS Responsibility Date.*
- **Drive Claim** – 24 hours' notice requirement is still applicable when the Facility is requesting rental reservation set up be completed by ICBC. In exception circumstances when the Facility is unable to provide 24 hours' notice, they can manage the customer's rental reservation themselves and submit the DRR by end of the day the rental is required.
  - ✓ *The facility is still required to utilize the preferred rental supplier in their area (if applicable) and submit the estimate within two Business Days of ATS Responsibility Date.*



# ATS Program Changes – Loss of Use (LOU)

## What is changing?

- For Non-Drives, DRR is not required to advise ICBC that customer will remain in rental during repairs
- If customer requires rental on or after ATS Responsibility Date, Facility will submit DRR and ICBC pays for rental
  - If 24 hours' notice given, ICBC to arrange rental, or
  - If less than 24 hours' notice given, Facility to arrange rental
- ICBC is loosening the timeline requirement for DRR submission in exception scenarios
- Fewer DRR rejections

## No changes

- Required to discuss transportation needs with the customer prior to ATS Responsibility Date
- 24 hours' notice for DRR required on booked Drive claim appointments and when Facility requests ICBC to set up rental for customer
- When ICBC manages customer's transportation, Facility does not collect ATS
- Estimate submission is required within two Business Days of ATS Responsibility Date
- Preferred rental supplier utilized in areas with a preferred supplier

# Other ATS Program Update Highlights:

- The term “courtesy vehicle” has been updated to “**ATS replacement vehicle**”.
- All **ATS Vehicle Reimbursement scenarios** (formerly the Courtesy Vehicle Allowance) are now listed under one section (section 9.6).
- **ATS Exceptions** section has been updated (section 9.2.1.).
  - ❑ Updated procedures
  - ❑ Added and removed exception scenarios
- Requirement added that Facility must **submit estimates within two Business Days** of the ATS Responsibility Date for both DRV and NDV vehicles when an ATS vehicle or rental is provided to the customer.
- New section added for “**Unreasonable Repair Delays**” (section 10.1.3.)
- Clarity added regarding **Multiple Claims** and providing transportation when LOU coverage is not available on all claims being repaired (section 10.1.4.).

# Background on ATS Compensation Changes

## New ATS compensation model effective March 31, 2025

### Why were changes made to how ATS is paid?

- The volume of vehicles provided under ATS has declined\*
- The percentage of vehicles provided vary among facilities
  - Vehicle provided indicator per facility ranges from 1% to 98%\*
  - Aligning compensation to the costs of services provided
- New model will provide more accurate data to identify when replacement vehicles are provided

*\*ICBC used PVRT as the indicator of when a vehicle was provided*

### New ATS Rates

- \$11.05 hourly rate when a vehicle is provided
- \$100 allowance when Participant manages the customer's transportation needs without providing a vehicle

# ATS Compensation – section 9.5

ATS Compensation structure has changed. Effective March 31, 2025, Participants receive ATS compensation **based on the type of service** provided to the customer.

## Type of ATS provided

An ATS replacement vehicle:

- the **ATS hourly rate** applies
- Effective **March 31, 2025**, the hourly rate has increased to **\$11.05** from previous rate of \$8.68

Any other form of alternate transportation (included, but not limited to, shuttle service, transit pass, taxi voucher, etc.):

- the new **ATS allowance** applies
- Not required until **May 1, 2025** flat rate of **\$100** per claim

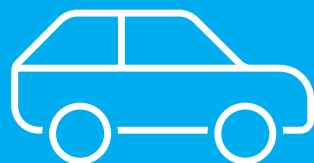
**NOTE:** ATS is not applicable on additional suffixes when a DRR has already been submitted on the initial repair suffix. Only one form of ATS compensation is applicable per claim, regardless of the number of suffixes.

# Compensation Considerations

Example of a common  
fleet vehicle annual cost

What is the operating cost of a  
typical courtesy vehicle?

2024 Toyota  
Corolla



Trim	L CVT
Price Inc \$1760 Freight & PDI, \$132.50 levies	\$26,372.50
Total with Taxes	\$29,537.20
Lease Rate (60 month)	6.29%
Monthly Payment	\$411.93
Due on delivery	\$442.43
<b>12 Month Total</b>	<b>\$5031.65</b>
Addition costs, insurance, maintenance, etc.	\$4,000
<b>Total Annually</b>	<b>\$9,031.65</b>

÷  
365 days

Cost per day

\$24.74

Cycle time	Daily Amount
2.0	\$12.37
2.5	\$9.90
2.75	\$9.00
3.0	\$8.25



# ATS Vehicle Hourly Rate Considerations

- Cycle time is an important consideration
- 2024 Provincial daily AVG - **2.38** labour hours per day  
*(Claims with rental have lower AVG cycle times)*
- 2024 provincial AVG when vehicle provided - **2.75** labour hours per day
- Facility vehicle fleets vary
  - New leases with a mixed fleet
  - Owned vehicles ranging from 1 – 8 years
  - Rebuilt vehicles

# ATS Vehicle Hourly Rate Calculations

- AVG cycle time when vehicle was provided was used – **2.75** hours per day
- New hourly rate **\$11.05**

## Calculation

- **$\$11.05 \times 2.75 = 30.39$  per day**
- **$\$30.39 \times 365 = \$11,091.44$  annually**

## Future Review

- Different rates provide improved data to isolate cycle time for associated claims
- ICBC will monitor vehicle costs and cycle times when vehicles were provided

# Matte Finish Policy

- Updated guidelines for the application of matte finishes to a repair estimate: An allowance of 0.3 hours can be added to a repair estimate to ensure the gloss level matches the existing finish.
- **Clearcoat Gloss Level Adjustment** line is now available in Mitchell.

*Reminder – Review [Change Alerts](#) in MD Procedures Manual for additional updates*

## ***\*\*Important Reminder \*\**** Use ICBC Pre-Store Line Entries

- Using incorrect manual entries may cause a Mitchell compliance or ARIES Payment Request failure
- Ensure you are using the appropriate prestore entry found in **My Templates** found in Mitchell Cloud Estimating
- Ex. “REPAIR PLANNING & DOCUMENTATION” is the correct entry
  - Many add the text “fee” to the end
  - Additional spacing is used



- References/resources:
  - [Forms, user guides and job aids](#)
  - [Repair Facility Support Request](#)
  - [Application of matte paint finishes guidelines - 27 February 2025](#)
- Next steps
- Upcoming announcements (if applicable)

# Questions, Comments and Feedback?

Please contact MD Account Services:  
[md-account-services.pdf \(icbc.com\)](#)

