

ICBC Automotive Services Liaison Committees have been established to provide a forum for Program Participants and industry associations to liaise with ICBC regarding technical expertise and developing operational recommendations pertaining to the repair, removal, and recovery of ICBC insured vehicles.

Compliance with both the letter and spirit of BC's *Freedom of Information and Protection of Privacy Act (FIPPA)* and the federal *Competition Act* is given a high priority at Liaison Committee meetings. Competitively sensitive information is not discussed, nor do any negotiations take place. Rates are outside the scope of the Committees, and ICBC makes rate decisions independently.

Meetings are conducted under an obligation of confidence so that participants can speak freely and openly. Below is a brief summary of non-confidential matters raised and ICBC's standpoint on each.

ICBC Express Repair Liaison Committee Meeting December 7th, 2023	
Liaison Committee Members Raised Matters	Status
Non-drive Index Score	Liaison committee members provided feedback that non-drives may negatively impact shop performance. ICBC shared data to support that there is no relationship between normalized severity and non-drive ratio.
Model Shop Methodology Update	ICBC will look to provide information on considerations utilized when evaluating costs incurred by a collision repair facility in BC.
Refinish Hours Exclusion – B Sheets	Liaison Committee members provided feedback that estimates without refinish may be a consideration for KPI exclusion. ICBC shared data with Liaison Committee members and advised that refinish only hours will remain in the KPI metrics
Alternative Transportation Service Update	ICBC is currently conducting a full review of ATS. ICBC will share the results with industry once internal reviews are completed.
ICBC Estimator Training	Liaison Committee member(s) raised impacts of ICBC recruitment externally from industry. ICBC discussed mitigation from internal training. Evaluating if any internal ICBC estimator training could benefit industry.
Liaison Committee Meeting Summary for ICBC Partner's Page	ICBC shared with Liaison Committee members where the Collision Liaison Committee meeting summaries are located on the Business Partner Page. The summary is available externally for all collision industry members to identify items being reviewed. They can be found under Frequently asked questions, Collision Liaison Committee tab.
Renaming of the Liaison Committee	ICBC shared with Liaison Committee members that they have made the decision to rename the Liaison Committee to align with the Collision Repair Program. The new committee's name moving forward is the Collision Liaison Committee (CLC).
New Meeting Minutes Format	ICBC shared with Liaison Committee members the new look and feel of how the meeting minutes will be captured. This will now identify agenda items that are in progress, closed, in addition to who is accountable from both Industry and ICBC. This will make it easier to track the status of Committee efforts moving forward

Committee Membership	ICBC shared membership term status to Liaison Committee members and advised that ICBC will be sending out a volunteer request to industry in January 2024 to replace seats on the Liaison Committee for those individuals whose term has expired.
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The above summaries are provided “as is” for information purposes only, and without any warranty. Actual ICBC policies and procedures are subject to change in accordance with the Collision Repair Agreement. Program Participants must review and adhere to the more detailed wording and requirements in MD Claims Procedures, the Collision Repair Program Guide and instructions published on the ICBC Business Partners Page.