

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 Collision Liaison Committee Meeting March 28 th , 2024	
Liaison Committee Members Raised Matters	Status
Model Shop Methodology Update	ICBC shared with Liaison members that the model shop analysis captured many inputs for facility costs and that since the methodology is tied to rate, there may be limitations on the scope of the discussions with CLC members.
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.
Workplace behaviour Training	To support industry apprentice sustainment, based on feedback from SkilledTradesBC, ICBC is offering workplace behaviour training. ICBC will share reminders how the training can be accessed by industry as an on-line self-service option.
Collision Repair Program Governance Updates	ICBC shared with Liaison members an overview of the updates to program governance, including performance reviews, audit and quality assurance (QA) that are effective May 1 st , 2024. (These updates were also communicated to industry with a webinar providing additional information). Industry members were looking for additional information related to the updates to the QA assessment. ICBC will provide more information at a future meeting.
ICBC Focus List performance review process	Liaison member provided feedback on potential opportunities surrounding circumstances when a facility requests to go onto the focus list for various reasons (i.e. new staff onboarded for coaching etc.). ICBC relayed that typical governance would still apply, even if the facility asked to be added to the Focus List. ICBC will investigate ways in which ICBC can improve communication with industry and apply consistency in understanding policy and procedures.
Blend Studies	Liaison committee members brought forward the 2022 blend study report conducted by the Society of Collision Repair Specialists. Committee members asked what ICBC's position was in regards to the study findings. ICBC relayed that the blend study suggested ambiguity in typical ranges and would require additional research from other sources. ICBC will provide an update at a future meeting.

Wheel Alignments	Liaison committee members requested ICBC to review regional differences for wheel alignment sublet costs, in addition to lock recodes and wheel balances. ICBC is currently conducting the analysis and will provide a future update.
Adjacent panel damage	Liaison committee member raised repair time for adjacent panel damage resulting from process to install a new welded on part. Also stating this repair time should qualify for feather, prime and block. ICBC relayed explanation from Mitchell that replacement times for welded on panels includes time for adjacent panel damage.
QA Dispute time	Liaison committee member asked ICBC to consider extending the current industry QA dispute time. ICBC felt that the current seven days is sufficient in not having downstream impacts on scorecards. ICBC will investigate any opportunities and report back at a future meeting.
LOU Coverage	Industry members communicated that ICBC loss of use (LOU) products promotion can be improved. LOU is often something a repair facility will consider when booking in repairs. Insurance has already started promoting LOU products to customers and at the broker level. ICBC is reviewing with Insurance to explore future opportunities.
Non-drive improvements	Liaison committee member provided feedback regarding the acceptance of non-drives and shared suggestions for improving the way repairable non-drive vehicles are triaged. ICBC is evaluating options for managing these vehicles with the goal of improving the overall process for Industry, ICBC, and our customers. ICBC will share updates with liaison members as information becomes available

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.