



Collision Industry Information Assistance

CIIA release yearend total activity review

So-- what have we done ?

- Contracted with the government of Canada for the only First Nations autobody environmental program
- Designed with the Canadian Paint Coatings Association (CPCA), and funded by the federal and provincial governments, the mandatory training for automotive painters in Ontario with over 1000 students already successfully completing course
- Submitted over 600 successful environmental applications for a Certificate of Approval for shops since 2002- a savings for shops of over \$2 million
- Arranged for almost 500 shops to receive no fee compliancy for their environmental activities between 2011-2012. Shop savings exceeded \$600,000
- Implemented CCME low-VOC National Standards recommendations with province of Ontario, changing the Environmental Protection Act.
- Provided the only simplified air emissions spray booth program in Canada
- Designed under contract with the City of Toronto a new shop emissions reporting system that saved shops over \$700,000 in fees if done privately
- Received a \$300,000 grant from government to design appropriate simplified emissions programs and implementation for auto refinish shops
- -Successfully removed mobile paint operations from obtaining simplified environmental approval. Helped convince government to prosecute mobile coatings offenders
- Worked to mandate the use of HVLP spray guns with the government of Canada and CCME
- Operated the first Secondary School Workplace Apprenticeship Program in Canada for autobody (later became the model of the successful OYAP programs)
- Operated the only Help for Laid Off Autobody Apprentices program in Canada funded by Ontario
- Operated the only Autobody Youth Internship Program in Canada on behalf of the CARS Council
- Helped co-ordinate the local Job Connect, MTCU autobody job placement program
- Helped produce the IEC/HRDC report on Skilled Trades Retention that showed why apprentices leave school or stay in their second year
- Produced a study in late 2012, identifying data nationally showing a massive attrition rate for autobody apprentices across Canada, leaving the trade after signing but before schooling. That attrition rate in autobody/collision damage repairer is almost 70%

“To represent the best interests of the industry, providing opportunities for growth for environmentally sound, profitable businesses, having trained professionals serving the public”

1-866-309-4272 Fax: 1-866 220 4645

E-Mail: info@ciia.com Web: www.ciia.com and www.autobodyhelp.ca



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- Worked for www.apprenticesearch.com in a paid contract to help, for the first time in Canada, successfully secure autobody employment listings and matches electronically
- Ran the successful Autobody Career Day in Toronto with over 1200 attendees
- Provided and helped produce the donor program for autobody programs with over \$2.2 million donated (www.ciaa.com/provinces/ontario/donations.html)
- Achieved the goal of a \$6.6 million investment by Ontario for a new apprenticeship autobody program building at Mohawk College
- Helped secure and arranged the donor recognition program for the \$1 million of donations to Centennial College's autobody program expansion and found donors
- Received approval (after two years of work) to replace high school autobody curriculum in some school boards with apprenticeship level one. This puts those graduates one year ahead when entering the industry. Also used this same formula for satellite campuses where travel distances to community colleges was a deterrent to students
- Operated Career Day Forum at CARFIX World in Toronto at National Trade Centre with over 4000 attendees
- Helped obtain the funding for the "Art of Earning"-the industry cd-rom to attract new apprentices. Over 4000 copies distributed.
- Joined with others to convince government to offer incentives to hire and retain apprentices in our industry
- Was successful in convincing government to remove ratios and percentages in Apprentice contracts
- Provide Equivalency programming challenger testing help to over 100 shops per year
- Encouraged and now monitor new changes in apprenticeship opportunities-for instance-Preparatory license course availability, extra week third level programs and the new proposal for a one month additional vehicle-line specific apprenticeship add-on
- Operated the Basic Estimating 18-hour course for the last 13 years with over 400 students and achieved the only I-CAR equivalency for an association course in Canada
- Developed and now market two courses from the Business Development Bank of Canada specifically for autobody and collision repair facilities, one on shop profitability and the other on How to Market Your Shop
- Designed and provided the first sector specific WHMIS training for shops -over 100 shops in last two years
- Worked within the 2009 and 2010 blitz by government on 820 shops to handle their non-compliance challenges. This included our training of government inspectors. This included three free workshops across Ontario.
- Designed and provided training course for over 580 structural inspection facilities. This was a contract for MTO. This involved some 30 workshops across Ontario
- Generated some \$6 million in extra shop income through a Salvage inspection "branding" program, which was association designed
- Designed a grace period for shops that had failed to report to WSIB and generated five years of declining shop premiums in the province through an active Health and Safety program
- Introduced a new autobody ISO9001 process for collision repair facilities in co-operation with the Federal Business Development Bank. Also introduced the first ISO14001 shop (one of our members) to the industry



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- Was on executive committee that stopped federal Right to Repair legislation and replace it with CASIS agreement
- Successfully convinced the Anti-Fraud Task Force to offer whistle blower protection to collision repair shop owners who want to report insurer and vendor non-compliance and fraud
- Successfully convinced the Anti-Fraud Task Force to obligate insurers to identify the standards they use to recommend a repair facility
- Introduced tow truck legislation in various municipalities and recommended using a Designated Administrative Authority which the Anti-Fraud Task Force has accepted
- Designed and implemented a shop accreditation standards program for 210 shops for the City of Toronto by-law passage. Inspection of shops was handled by contract.
- Helped introduce the "mandatory drop" vehicle program at the Collision Reporting Centres in Ontario, including for the yearly 60,000+ Toronto accidents
- Provided assistance and was member of the board of CISCO, The Collision Industry Standards Council of Ontario, the standards and self-management organization
- Worked with others to pass the new Consumer Protection Act, which also identifies aftermarket parts used in vehicle repairs
- Made presentations to CCMTA and Transport Canada to successfully ban rebuilt supplemental restraints (airbags)
- Invited by the Insurance Bureau of Canada to speak on industry issues, and speak to the Claims Committee and also invited by SEMA, CPCA and others
- Partner with IBC Investigative Services on identification of access codes for stolen vehicles as part of the CASIS Vehicle Security Professional program
- Only autobody group invited by Standing Committee of the House and regulator (FSCO) to speak on industry abuse issues, and invited to speak on inappropriate behaviour of insurers at a high level
- Our industry web sites attract over 4.1 million hits per year with up to 800 visitors a day making it the number one viewed and visited autobody web site in Canada
- Working with other agencies and Ministries to modify the Insurance Act to require insurers to only pay repair facilities that meet minimum provincial compliance standards
- Helping bring Rickie Leos' predictive estimating to Canada in 2013



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Executive Director John Norris:

- Executive Director of HARA/CIIA the second largest trade association for collision repair in North America with 305 members
- Collision Chair of the National Automotive Trades Association with collision repair shop membership of 1500
- Administrator-CASIS Vehicle Security Professional program for Canada (www.vehiclesecurityprofessional.ca) with over 272,000 paid inquires so far this year, CDN/US
- member CASIS Executive Committee
- member NASTF Vehicle Security Committee (U.S.)
- member for the Centennial College PAC autobody committee
- member resource for the College of Trades Autobody and Collision Damage Repairer trade board, working on new industry training standards
- member of the Separate School Board Ontario Youth Apprenticeship program committee
- Member of the Advisory Board for the successful AYCE pre-apprenticeship autobody program in Toronto, now starting their fourth year
- co-chaired with government the only environmental assistance program for repair facilities
- industry representative chair to the CCME National Standards on VOC Emissions from Auto Refinish Facilities in Canada study and report that set out new national standards
- co-chaired government's committee on auto refinish isocyanine emissions and standards
- winner of the City of Hamilton's Environmentalist of the Year award
- Winner of the Ontario Pollution Prevention Leadership Award
- winner of the Recycling Council of Ontario Merit Award
- winner of the City of Hamilton Skilled Trades Award (twice)
- winner of the AYCE Autobody Pre-apprenticeship Appreciation Award