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Sent: Wednesday, September 25, 2013 9:40 PM
To: Commission Secretary BCUC:EX; Regaffairs
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Subject: ICBC RRA 2013 Information Request #01

Erica Hamilton
 Commission Secretary
 British Columbia Utilities Commission

I wish to take this opportunity to briefly thank the Commission and ICBC for the productive workshop held yesterday September 24th.

Information Request #01 Claims Transformation Program (CTP)

Personal Comment:

This is a monumental mistake going forward, from implementation in February 2013 to date 8 months later, it is apparently clear from the presentation and the Q&A held during the workshop, ICBC has designed the Claims Transformation Program in a fashion that in the long term can not work in the interests of it's BC customers. I even had to request a Graphic presentation slide to understand the "Hierarchy" that has been created, to grasp the most fundamental aspect of the CTP "BC public" interface with the program. (Thank U's to ICBC and the staff for producing this slide over lunch). This program is exactly the reason I would contact a lawyer even before phoning ICBC for a claim number. It is astonishing to me that ICBC can make the claim it will make "Appropriate & "Efficient use of Services and Resources" in "Claims Cost Management Strategies". Even when a customer living in Surrey just minutes away from the local Claim's Centre could be routed to an Adjuster in Kelowna, or Chilliwack (I believe these were two examples mentioned). No, ICBC has it wrong ! ICBC with this new CTP further distances itself from direct face to face service with the BC Customer, at a time of crisis for the customer. ICBC must be compelled to support their assertions with "Actual Data with dollars and cent numbers" to back up their words and claims stated in the workshop.

Question ?

How/where did the model for the TCP come from, and has this model ever been used in Canada before.

When did ICBC staff first start work on the development of this program.

How many departments, focus groups, and training sessions were employed to "Develop" the program.

How many External Consultants were used to develop and bring this Program online.

How much "Money" did ICBC spend from development stage to bringing the CTP online.

What if any are the on going staff training/retraining and reorganization costs, including technology costs.

How much money has been saved since the CTP implementation to date, during these past 8 months.

What are the total number of Claims by category to date that have utilized this program for each compartment shown in the Hierarchy slide handed out during the workshop.

Please present before the Pre Hearing Conference in November "Actual data" to support the successful measurements ICBC claims the CTP is working. The timing of this IR is to provide ICBC with the time to prepare the data, and for the Commission and other Interveners the opportunity to review this information, and prepare for the Pre Hearing Conference.

In addition please attach dollar costs in relation to the Workshop slides # 64,65,66,67,68,69,70 as presented at the workshop so that we can independently validate or not, the success of the Claims Transformation Program as presented at the workshop.

In slide 65, please quantify cost savings in respect staff, resources (facilities, computers etc) that lead to "Management Accountability"

To the BCUC:

This IR is as much a question to ICBC as it is to the Commission. I would hope that the Commission will hold ICBC very much to account on this issue in the context of ICBC "Proving" itself with respect to the assertions made, before the Commission considers any possible endorsement of the Claims Transformation Program.

I urge the Commission to re-read Chapter 6 Section D Claims Transformation, paragraphs 50 to 58 inclusive, where ICBC suggests all kinds of cost savings, resource re-alignment, time lapse transition between decommissioning the old system to the new system. Not one quantifiable dollar value, not one exhibit, or spreadsheet to support this section. Although the new system has been in place since February 2013

Recommendation:

I would further request the Commission to remove by order the Claims Transformation Program from the current application, to wit the Claims Transformation Program shall be a matter unto itself before the Commission.

Regards,

Richard Landale

C1 Intervener