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Sent: Tuesday, March 3, 2026 2:28 PM
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Subject: Estimator Workload Committee - OLT Response

Hello Everyone,

Thank you for your continued engagement and for the recommendations submitted on February 6, 2026. As per LOU 18, I am providing the Operational Leadership Team's written response to each item below.

1. Request for ICBC to work with Mitchell on improving valuation report parameters

I appreciate the feedback shared by the committee. While ICBC cannot directly control all aspects of the vendor's system, we are committed to raising concerns and opportunities for improvement with Mitchell. To support these discussions, we welcome any strong examples from estimators that illustrate the issues faced; please continue to discuss this with your leaders and in committee; however:

Items we will not bring forward to the vendor:

- **Use of private listings (Craigslist, Facebook Marketplace, etc.):** At this time, Mitchell cannot access or verify data from these platforms due to data-release restrictions. However, these sources may still be reviewed during a Manual ACV process where appropriate.

Items we will bring forward to the vendor:

- **BC listings unless no available BC ads, then expand out-of-province:** This request makes sense and will be included in our discussions with Mitchell
- **Removing sub-model searches and adjusting parameters accordingly:** This also makes sense and will be raised with Mitchell

2. Manual valuations within earned authority

Yes. We're fully on board with this and agree that Estimators may complete a manual valuation within their earned authority without seeking additional approval.

3. Workforce/time study review

At this time, we are not able to initiate a workforce or time-and-study review. We continuously analyze key operational factors—including volume, available staffing, and seasonality when determining intake and pending assignments. These ongoing assessments help ensure workloads are managed appropriately across the team.

4. Work assignment standards

The bargaining table is currently the most appropriate avenue to discuss specific workload standards. However, at the Workload Committee level, we remain committed to supporting focused discussions that assist with any other workload concerns, like the solutions discussed in this email.

5. Creation of how-to job aids

Yes. ICBC will work with estimators from this committee to explore and develop helpful job aids.

Thank you again for your ongoing collaboration and focus on improving our processes.

Kind regards,

Jo



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