

IR Number	Request	Response	MPI Response
PUB (MPI) 1-2 (a,b,d)	<p>Please file the Corporation's Board of Directors and Audit Committee meeting minutes for 2013/14 that relate to:</p> <p>a) IT Optimization/BTO Projects;</p> <p>b) Gartner Scorecard and all reports to the Board related to IT Spending;</p> <p>d) Cost Containment;</p>	Standard Paragraph	The public release of minutes of the Corporation can compromise the efficient and effective functioning of these meetings. Given the nature of the request for the wholesale release of all minutes, the Corporation will decline to release all such minutes. The PUB does not require this information to accomplish its mandate of approving 2015 rates.
PUB (MPI) 1-3	<p>Reference: PFT of Dan Guimond, slide 4</p> <p>Please provide an expanded Organization Chart including department level detail (e.g. Pricing & Economics) and identify the individual currently holding each position shown on the chart.</p>	Standard Paragraph	This is operational in nature and does not factor into the approval of rates. The information sought has no bearing on the 2015 rates.
PUB (MPI) 1-11	<p>Reference: II.4.4, MUSH, Table 4.4</p> <p>Please provide an update to table 4.4 including the actual results for the years 2009/10 to 2013/14.</p>	Standard Paragraph	Some of the historical information requested in Table 4.4 is found on page 5 and 6 of the investment income document (book value and percentage of the portfolio). The remaining historical information for new MUSH purchases, MUSH amortization and MUSH yield is historical data and is not used in the MUSH portfolio forecast.

IR Number	Request	Response	MPI Response
PUB (MPI) 1-12 (a,b)	Reference: II.5.1, Table 5.1 a) Please update the Canadian equity table to include fiscal years 2009/10 to 2013/14. b) Please update table 5.3.1 adding an additional column including the corresponding actual calendar year for S&P/TSX Canadian equity returns.	Standard Paragraph	a)& b) The Bloomberg dividend yield forecast is used as the basis for the Canadian equity dividend yield forecast. The historical Canadian dividend yield is not used to determine the dividend forecast for the investment income forecast. Therefore, this information is not germane to the 2015 rates.
PUB (MPI) 1-14	Reference: II.6 U.S. Equities, Table 6.1 Please update the U.S. equity table to include fiscal years 2009/10 to 2013/14.	Standard Paragraph	The Bloomberg dividend yield forecast is used as the basis for the U.S. equity dividend yield forecast. The historical U.S. dividend yield is not used in the forecast investment income forecast. Therefore, this information is not germane to the 2015 rates.
PUB (MPI) 1-15	Reference: II.8.1 Infrastructure, Table 8.1 Please update the summary table 8.1 since the inception of infrastructure investments including the actual returns on the infrastructure investments.	Standard Paragraph	The information requested is found on page 5 and 6 of the investment income document, except for the funding amount. The infrastructure funding forecast is not based on historical funding amounts for the infrastructure portfolio. Therefore, this information is not germane to the 2015 rates. Please see Attachment F of the Investment Income section for the historical infrastructure returns.

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PUB (MPI) 1-18 (a,b,c)	Reference: II.1.2, pp. 13, 14, ALM Study a) Please file the Request for Proposal for the ALM Study. b) Please describe the current status of the ALM Study. c) Please file the expected scope of work for the study.	Standard Paragraph	The RFP, the service agreement, the scope and status of the study have no bearing on the Corporation's investment income forecast for the 2015 GRA.

IR Number	Request	Response	MPI Response
PUB (MPI) 1-20	<p>Reference: II.11</p> <p>Provide an updated listing of the Corporation's impaired investments that have been written down but remain in the portfolio as of June 30, 2014.</p>	Standard Paragraph	<p>As stated in the Investment Policy Statement supplied in the Investment Income section (Appendix A) of the rate application:</p> <p>"It is a statutory requirement that the Corporation, pursuant to the requirements of the Act, pay to the Minister of Finance (the "Minister"), all moneys in any reserves established under Section 18 of the Act and such additional moneys as are not immediately required for the purposes of the Corporation as are available for investment. The moneys paid will be invested in accordance with The Financial Administration Act. The Minister has charged the Department of Finance (the "Department") with the operational management of the Fund.</p> <p>Any investment counsel, advisors or custodians that may be required to advise on the Corporation's investments will be engaged on a basis satisfactory to the Minister where applicable, subject to authorization by the Lieutenant Governor in Council."</p> <p>As a result, this question is asking to assess the effectiveness of the investment decisions made by the Department of Finance. This is historical information that does not factor into the forecast of the investment income. This information sought has no bearing on the 2015 rates.</p>

IR Number	Request	Response	MPI Response
PUB (MPI) 1-21	<p>Reference: II.11 Unrealized Gains</p> <p>Please provide a breakdown of the Corporation's unrealized gains by security at the end of the first quarter of the current fiscal year and comment on any significant changes since February 28, 2014.</p>	Standard Paragraph	<p>As stated in the Investment Policy Statement supplied in the Investment Income section (Appendix A) of the rate application:</p> <p>"It is a statutory requirement that the Corporation, pursuant to the requirements of the Act, pay to the Minister of Finance (the "Minister"), all moneys in any reserves established under Section 18 of the Act and such additional moneys as are not immediately required for the purposes of the Corporation as are available for investment. The moneys paid will be invested in accordance with The Financial Administration Act. The Minister has charged the Department of Finance (the "Department") with the operational management of the Fund.</p> <p>Any investment counsel, advisors or custodians that may be required to advise on the Corporation's investments will be engaged on a basis satisfactory to the Minister where applicable, subject to authorization by the Lieutenant Governor in Council."</p> <p>As a result, this question is asking to assess the effectiveness of the investment decisions made by the Department of Finance. This is historical information that does not factor into the forecast of the investment income. This information sought has no bearing on the 2015 rates.</p>
PUB (MPI) 1-24 (a,b)	<p>Reference: Investment Income - Attachment C, p. 21</p> <p>a) Please file the detailed survey and supporting information underlying the PWC Presentation.</p> <p>b) Please summarize the other development considerations set out on p. 21.</p>	Standard Paragraph	<p>This is operational in nature and does not factor into the approval of rates. The information sought has no bearing on the 2015 rates.</p>

IR Number	Request	Response	MPI Response
PUB (MPI) 1-26 (b)	Reference: II.8.1, Table 8.1, Infrastructure Investments b) Please provide details on the current holdings of the infrastructure fund.	Standard Paragraph	The detailed infrastructure holdings are not required to understand our forecast for investment income.
PUB (MPI) 1-27	Reference: AI.11 Financial Forecast Model Test Report Please identify the author of the Financial Forecast Model Test Report.	Standard Paragraph	The Financial Forecast Model Test Report was written by the Corporation. Providing a list of individuals involved is not relevant to the PUBs assessment of the information provided.
PUB (MPI) 1-30	Reference: II.13 Appendix 1 Inflation Rate Forecast Please explain how the Province of Manitoba determines its CPI forecast and indicate the extent to which it utilizes any of the forecasts used by MPI.	Standard Paragraph	How the Province of Manitoba determines its CPI forecast is not important to its use as a standard forecasting assumption.
PUB (MPI) 1-54	Reference: Recycled Parts Please provide a table summarizing the Corporation's costs for new parts, aftermarket parts and recycled parts for vehicles repaired for the last ten years as a dollar and percentage of total parts used, in the form provided in answer to PUB/MPI I-44 at the 2011 GRA.	Standard Paragraph	The relevant history on parts costs is already included in the pro forma financial projections and/or actuarial modeling. Additional prior years' data have no bearing on the reasonableness of pro forma financial projections or actuarial modeling used to determine rates. Therefore this question is not germane to the Rate Application.

IR Number	Request	Response	MPI Response
PUB (MPI) 1-55 (a to d)	<p>Reference: SM5.3, TI.5 Trend Analysis 2014 GRA</p> <p>a) Please provide an update to the trend analysis from 2010 to 2019 on a similar basis as that provided in response to PUB/MPI I-52 last year.</p> <p>b) Provide the same analysis as (a) for the Corporation</p> <p>c) Please re-file the table as restated in (a) above excluding expenditures on immobilizer installations, related administrative costs and BTO/BPR expenditures.</p> <p>d) Please include in the trend analysis the compounded annual growth for 2009/10 through 2013/14 and 2013/14 to 2016/17.</p>	Standard Paragraph	<p>There are other legislative requirements for operational audits and reviews of the Corporation, such as the Office of the Auditor General (OAG) and the Crown Corporation Council (CCC) to assess the operational information relating to operational decisions. The Public Utilities Board is designed for rate setting only, not as an operational review.</p>

IR Number	Request	Response	MPI Response
PUB (MPI) 1-59 (a to h)	<p>Reference: E.2.1 Corporate Normal Operating Expenses</p> <p>a) Please update the table to include fiscal years 1999/2000 through 2012/13.</p> <p>b) Please provide additional columns indicating the compound annual growth rate for 2009/10 through 2013/14, 2013/14 to 2016/17 and 2016/17 to 2018/19.</p> <p>c) Please provide a similar analysis in (a) for Basic Normal operations.</p> <p>d) Please provide a summary of the details of Special Services and Other expenses for 2013/14 and a forecast for the years 2014/15, 2015/16 and 2016/17.</p> <p>e) Please provide a schedule reflecting (a) and (b) for total Corporate operations.</p> <p>f) Please provide a schedule on the same basis as (c) for total Basic operations.</p> <p>g) Please refile (a) to include Initiative Implementation and Initiative Ongoing expenditures.</p> <p>h) Please file Basic expenses on a similar basis as that provided in CAC/MPI I-6 (2014 GRA) for the years 2012/13 through 2016/17.</p>	Standard Paragraph	<p>The table referenced in E.2.1 contains the relevant information relating to the forecast period. Providing 14 years of historical information back to 1999/2000 does not take into account the environment MPI currently operates in.</p> <p>This information is not provided at a Basic level As clearly outlined in section E.2 the Basic normal operating costs represent a subset of the overall normal operating expenses of the Corporation and are a result of the application of the approved cost allocation methodology.</p>

IR Number	Request	Response	MPI Response
PUB (MPI) 1-62 (b)	<p>Reference: Expenses Appendix 9, PUB/MPI 2-33 (2014 GRA)</p> <p>b) Please update the schedule of IT expenses to include the years 2005/06 through 2008/09 and include two columns providing the compound annual growth rate for 2005/06 to 2013/14 and 2013/14 through 2018/19.</p>	Standard Paragraph	<p>Please refer to Appendix 9 in the Expenses section of Volume II of the 2015 GRA for IT expenses for 2009/10 through to 2018/19 including standard compound annual growth rates.</p> <p>Providing an additional 4 years of historic information on top of the 5 already provided does not take into account the current environment in which MPI operates in. During the current year, MPI worked with the PUB to set standards on the reporting periods to be provided and the standard compound annual growth rates.</p>

IR Number	Request	Response	MPI Response
PUB (MPI) 1-63 (a to d)	<p>Reference: SM.2 Benchmarking pp. 12, 19, AI.12</p> <p>a) Please provide a description of each of the productivity factors that are being developed to assess cost containment measures [SM.2, p. 12].</p> <p>b) In table format, please file a 5-year historical analysis of each of the metrics provided in AI.12 for the fiscal years 2009/10 through 2013/14 and those forecast through 2016/17, including all relevant data to determine the ratios. Please comment on the internal trends.</p> <p>c) Please file a copy of any reports, presentations or customized analyses provided by the Ward Group to the Corporation's management since the last GRA, including the Trend Analysis Report referenced.</p> <p>d) Please provide the composition of the Canadian Personal Auto Group, Canadian Benchmark Group and US Personal Auto Group.</p>	Standard Paragraph	<p>a) Cost containment measures are strictly operational in nature and therefore not germane to the Rate Application. b) Additional historical benchmarking information is not required for setting future Basic insurance rates. c) Reports, presentation, and analysis provided by Ward are confidential and the Corporation does not have the authority to release any additional information that has not already been submitted.</p> <p>d) The composition of the benchmark groups is not germane to the process of rate making. In addition, the Corporation cannot release this information as it is confidential.</p>

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PUB (MPI) 1-64	<p>Reference: SM5.2 Benchmarking p. 19, AI.12, CAC/MPI I-5 2014 GRA</p> <p>Please file an update to CAC/MPI I-5 from the 2014 GRA, providing operational, claims costs and premium historical statistics similar to TI.5 Part 1 & 2 from the 2013 GRA.</p>	Standard Paragraph	<p>Historical data that the statistics are based on have been provided in the information previously provided. Please see the audited Universal Compulsory Automobile Insurance Financial Statements for relevant data.</p> <p>There are other legislative requirements for operational audits and reviews of the Corporation, such as the Office of the Auditor General (OAG) and the Crown Corporation Council (CCC) to assess the operational claims cost history and statistics. The Public Utilities Board is designed for rate setting only, not as an operational review.</p> <p>Although this information may have been provided in the past, this does not mean it has relevance to rate setting.</p>
PUB (MPI) 1-65 (a to c)	<p>Reference: CAC/MPI 1-20 2014 GRA, AI.12</p> <p>a) Please provide an update to CAC/MPI I-20 (2014 GRA).</p> <p>b) Please reconcile the claims/claims employee ratio per CAC/MPI I-20 (2014 GRA) with that reported in 1.2.3 Reported Claim per Claims FTE for 2010 through 2012.</p> <p>c) Please reconcile the claims expense per claims ratio provided in response to CAC/MPI I-20 at 2014 GRA with that presented in 1.2.2.</p>	Standard Paragraph	<p>There are other legislative requirements for operational audits and reviews of the Corporation, such as the Office of the Auditor General (OAG) and the Crown Corporation Council (CCC) to assess the operational information relating to operational decisions. The Public Utilities Board is designed for rate setting only, not as an operational review.</p> <p>Although this information may have been provided in the past, this does not mean it has relevance to rate setting.</p>

IR Number	Request	Response	MPI Response
PUB (MPI) 1-66	Reference: AI.12 1.1 – Corporate Comparison Please provide a Corporate Performance benchmarking comparison with SGI for 2012 and 2013 (from publicly available information if required) relative to the operational efficiency metrics listed by MPI.	Standard Paragraph	This is operational in nature and does not factor into the approval of rates. This information sought has no bearing on the 2015 rates.
PUB (MPI) 1-67 (a to c)	Reference: Benchmarking a) Is it practical to provide benchmarking of the Corporation’s claims handling practices by reference to the disability duration guidelines and rehabilitation plans built on leading industry practices as provided to staff? [SM.1, Page 21] b) Is it practical to produce benchmarking vs. Basic operations for SGI and ICBC? [SM.2, Page 16] c) With respect to the Operational Efficiency Measures employed, it is practical to develop any of these metrics for Basic operations only? [SM.2, Page 17]	Standard Paragraph	Benchmarking of claims management is strictly operational and therefore not germane to the Rate Application.
PUB (MPI) 1-70	Reference: E.2.1.2 Corporate Staff Levels, p. 15 Please provide an updated staffing comparison (actual versus budget or forecast) from 2005/06 through 2018/19 including Normal Operations and Initiative staffing levels, both with and without contractors.	Standard Paragraph	E.2.1.2 contains the relevant information relating to the forecast period.

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PUB (MPI) 1-72 (a,b)	<p>Reference: Expenses Appendix 3 2013/14 Reorganization</p> <p>a) Please explain the reason for and timing of the reorganization which saw the elimination of the Claims Control and Safety Operations Department in 2013/14. Please provide a schedule indicating where the staff from that department was reassigned.</p> <p>b) Please explain how the re-organization has impacted the cost allocations between Basic and the other lines of business.</p>	Standard Paragraph	<p>There are other legislative requirements for operational audits and reviews of the Corporation, such as the Office of the Auditor General (OAG) and the Crown Corporation Council (CCC) to assess the operational information relating to operational decisions. The Public Utilities Board is designed for rate setting only, not as an operational review. This is operational in nature and does not factor into the approval of rates. The information sought has no bearing on the 2015 rates.</p>
PUB (MPI) 1-75 (a,b)	<p>Reference: E4.2 p. 24, Physical Damage Reengineering AI.10 pp. 4, 8</p> <p>a) Please provide a detailed description and supporting calculations in respect of the anticipated savings of \$13.3 million in operating and claims incurred related to the PDR project.</p> <p>b) Please file a detailed budget in support of the \$65.5 million PDR project cost and provide a comparison of the budget established in the Project Charter with the actual and forecast expenditures on the project found in E.4.2.</p>	Standard Paragraph	<p>The PDR costs and savings have been provided by fiscal year and are included in the Project Charter. There is sufficient information in the application to determine the rates for March 1, 2015. The role of the PUB is not to determine if these costs are just and reasonable, but rather to ensure the rates are just and reasonable. When these aspects impact the forecasts, the GRA will contain the financial impact. There is no financial impact to the 2015 rates.</p>
PUB (MPI) 1-76	<p>Reference: PUB/MPI I-62 p. 2, 2014 GRA</p> <p>Please explain what concerns were raised by Gartner related to MPI's tendering process and describe the current IT tendering process.</p>	Standard Paragraph	<p>This is operational in nature and does not factor into the approval of rates. This information sought has no bearing on the 2015 rates.</p>

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PUB (MPI) 1-79 (a to c)	<p>Reference: Gartner Scorecard PUB/MPI 2-23 2014 GRA AI.12 Appendix 4</p> <p>a) Please file an update to the response to Gartner's recommendations provided at PUB/MPI 1-62 last year, for activities that were acted upon or were being evaluated last year and please provide a description of the actions and the financial and operational impact of those actions.</p> <p>b) Please provide a new schedule detailing all recommendations made by Gartner in this year's Scorecard, the status of each recommendation and the Corporation's comments.</p> <p>c) For any recommendations that were made and not accepted by MPI last year or this year, please summarize the reasons for not implementing the recommendation.</p>	Standard Paragraph	This is operational in nature and does not factor into the approval of rates. The information sought has no bearing on the 2015 rates.
PUB (MPI) 1-81	<p>Reference: AI.12 Appendix 4 Gartner 2014 Scorecard pp. 11, 12</p> <p>Gartner observes that IT staffing is above the peer group and insurance industry averages and that staffing should decline given the transition to third party service providers. Please indicate the current IT staffing level (MPI and Contractors) and the expenses that MPI expects to incur over the next five years.</p>	Standard Paragraph	This question is strictly operational in nature and therefore has no bearing on the reasonableness of pro forma financial projections or actuarial modeling used to determine rates. Therefore this question is not germane to the Rate Application.

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PUB (MPI) 1-86 (b,c,d)	<p>Reference: Volume III, 2013 Annual Report p. 25, Corporate Strategic Plan p. 15</p> <p>MPI has indicated that it will transfer excess funds from the competitive lines, dependent on the Board's Order relative to the RSR Target methodology. In last year's Annual Report and this year's Corporate Strategic Plan MPI has reflected retained earnings targets of \$32 million for Extension and \$35 million for SRE. In this year's Annual Report, MPI has restated the target for Extension to be \$72 million and the SRE target to be \$42 million.</p> <p>b) Please explain why MPI increased the target for the Extension line of business by 55% or \$40 million, to \$72 million.</p> <p>c) Please explain why MPI increased the target for the SRE line of business by 14%, or \$5 million.</p> <p>d) Please provide a description of the basis for setting the retained earnings target levels for Extension and SRE.</p>	Standard Paragraph	The PUB mandate does not extend to the competitive lines of business. The information sought is not germane to the 2015 rates.
PUB (MPI) 1-87	<p>Reference: PFT, p. 19</p> <p>Please provide the Corporation's definitions of the terms "Road Safety" and "Loss Prevention" and the source of each definition.</p>	Standard Paragraph	The Corporation's definitions of road safety and loss prevention are not relevant to the setting of Basic insurance rates for the application year. However for information, these terms have been defined in past GRA proceedings.

IR Number	Request	Response	MPI Response
PUB (MPI) 1-88	Reference: Expenses - Appendix 6 Please identify which line items the Corporation characterizes as Road Safety expenses and which line items the Corporation characterizes as Loss Prevention expenses, with reasons for each characterization.	Standard Paragraph	Road safety and loss prevention expenses have been reflected in the projected operating costs for 2015/16 and through the outlook period. Providing the requested information will not affect these projections, and are therefore not relevant to setting of Basic insurance rates.
PUB (MPI) 1-89 (a,b)	Reference: SM.1.3.3, p. 28 The Corporation has provided examples of its current loss prevention strategies. a) Are there other loss prevention strategies being undertaken by the Corporation? b) If so, what are those strategies and what are the corresponding savings to the Corporation?	Standard Paragraph	Any and all prevention strategies being undertaken by the Corporation have been reflected in the operating costs and claims forecasts for 2015/16 and through the outlook period.
PUB (MPI) 1-92	Reference: SM.3.6.5, p. 22 The Corporation has stated that it is investigating the potential uses of certain emerging vehicle technologies. Please describe each of the emerging technologies and the extent to which these technologies have been implemented in other jurisdictions, to the Corporation's knowledge. What is the status of the Corporation's investigation with respect to each technology, and when are the results of each investigation expected to be available?	Standard Paragraph	The investigation of emerging vehicle technologies is an operational activity and therefore not germane to the rate making methodology. If and when, these emerging technologies impact the pro forma financial statements and/or the actuarial modeling, information will be provided.

IR Number	Request	Response	MPI Response
PUB (MPI) 1-93 (a to c)	<p>Reference: E.4.3.1, p. 28</p> <p>a) Please confirm that Phase I of the HSDE program redevelopment is completed and that the ADTSEA report filed last year represents the Phase I report. If the ADTSEA report filed last year does not represent the Phase I report, please identify the report and file a copy.</p> <p>b) Please advise of when Phase II of the HSDE program redevelopment will commence, with the issuance of a Request for Proposal by the Corporation.</p> <p>c) Last year the Corporation advised the Board (PUB/MPI I-95(b)) that the formative evaluation of the HSDE program completed by Northport & Associates helped to inform the Corporation's review and redesign of the program. Do each of the recommendations made by Northport & Associates (Attachment B to PUB/MPI I-95 last year) continue to be implemented by the Corporation? If not, why not?</p>	Standard Paragraph	<p>The Project Charter for the High School Driver Education Redevelopment project was provided for information in AI.10. This includes long-term projected financial impacts to claims costs and operating expenses which are relevant for rate setting purposes.</p>

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PUB (MPI) 1-94 (a to c)	<p>Reference: SM.3.6.5, p. 21</p> <p>a) Last year the Corporation advised the Board (PUB/MPI I-95(c)) that it expected to receive the final AAA Foundation for Traffic Safety summative evaluation report before the end of 2013, subject to change based on the timing to complete evaluations in other participating jurisdictions. Please advise of when the release of the report is expected and the reasons for the delay.</p> <p>b) Please advise of the cost to the Corporation for the AAA Foundation for Traffic Safety summative evaluation.</p> <p>c) Please advise of why the Corporation did not conduct its own summative analysis as ordered by the Board in Order 151/13.</p>	Standard Paragraph	<p>The information requested in (a) is not relevant to the setting of Basic insurance rates for the year of the application. The information requested in (b) does not affect operating expenses for the year of the application or through the outlook period. The information requested in (c) was provided in SM.3.6.5.</p>
PUB (MPI) 1-95	<p>Reference: OV.9, p. 23</p> <p>What education and awareness efforts is the Corporation undertaking that are different than those which it has undertaken in the past?</p>	Standard Paragraph	<p>The requested information is not relevant to setting of Basic insurance rates, except to the extent that education and awareness initiatives have been reflected in forecasted operating costs for 2015/16 and through the outlook period.</p>
PUB (MPI) 1-96	<p>Reference: SM.3.2, p. 7</p> <p>Please advise of what changes were made to the Road Safety Calendar and how those changes are expected to enhance awareness and expand enforcement programs.</p>	Standard Paragraph	<p>The requested information is not relevant to setting of Basic insurance rates, except to the extent that education and awareness initiatives have been reflected in forecasted operating costs for 2015/16 and through the outlook period.</p>

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PUB (MPI) 1-97 (a to c)	Reference: SM.3.3, p. 9 a) Please advise of the depth of the analysis conducted by the Corporation relative to collision and claims data. b) Please confirm whether this analysis was conducted by the Corporation in previous years. c) If not, please advise of the source of the change in circumstance that has enabled the Corporation to commence conducting this analysis.	Standard Paragraph	The depth of analysis conducted by the Corporation relative to collision and claims data was provided in SM.3.3. Providing additional information will not affect the claims forecast for 2015/16, and is therefore not relevant to the setting of Basic insurance rates for the application year.
PUB (MPI) 1-98 (a,b)	Reference: SM.6.14 a) The Board ordered that the Corporation file an independent review of its current Road Safety portfolio with a view to optimizing the portfolio. Why has the Corporation not done so? b) The Board ordered that the Corporation file an independent review of the optimal size of its Road Safety budget. Why has the Corporation not done so?	Standard Paragraph	Detailed information about road safety programs and initiatives is not relevant to the setting of Basic insurance rates for the application year. Overall road safety and loss prevention expenditures have been reflected in forecasted operating costs for 2015/16 and through the outlook period.

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PUB (MPI) 1-99 (a to c)	<p>Reference: SM.3.6.1, p. 13</p> <p>The Corporation has advised that its Road Safety delivery function has been integrated into its broader Community Relations portfolio for greater alignment of programming and better leveraging of sponsorship opportunities.</p> <p>a) From which portfolio were Road Safety matters handled previously, and did that portfolio liaise with Community Relations?</p> <p>b) Is the "new Road Safety Manager" reflective of a new position within the Corporation or has a new individual been hired to fulfill an existing role?</p> <p>c) Are the two analyst positions reflective of new positions within the Corporation or have new individuals been hired to fulfill in existing roles?</p>	Standard Paragraph	<p>The organizational structure for the Road Safety department is not relevant to the setting of Basic insurance rates, except as it relates to the impact on operating costs, which has been reflected in the forecast for 2015/16 and through the outlook period.</p>

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PUB (MPI) 1-100 (a to f)	<p>Reference: SM.3.6.2, p. 14</p> <p>a) What external firm retained has been retained by the Corporation and what is the anticipated cost of that retainer?</p> <p>b) Please file the proposal of the successful firm and advise of whether the work plan in the proposal has since changed.</p> <p>c) How will the work of the external firm interplay with the work of the Road Safety Manager and the two analysts referenced above?</p> <p>d) How far has the external firm progressed with its analysis to date and when is the work anticipated to be completed?</p> <p>e) The timeline provided at Attachment C will result in the research & analysis for a given year not being available for that year's GRA process, and the Corporation's priorities being identified concurrently with the Board's Order being issued. Can the timeline be revised such that the Board can see the completion of the research & analysis within the GRA process and have the opportunity for input into the priorities being identified?</p> <p>f) Please confirm that RACI stands for "responsible, accountable, consulted and informed".</p>	Standard Paragraph	<p>The work undertaken by the external firm is not relevant to the setting of Basic insurance rates for the application year. An overview of the three-year road safety planning cycle for road safety was provided for information at SM.3.6.2.</p>

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PUB (MPI) 1-101 (a,b)	Reference: SM.3.6.3, pp. 16 and 19 a) Please advise of whether Attachments D and E were prepared for the GRA filing, or for another primary purpose. b) Please describe the function of an automated license plate reader, including why it is advantageous, and please advise of the cost of the device.	Standard Paragraph	The requested information is not relevant to the setting of Basic insurance rates for the application year. This is operational in nature and does not factor into the approval of rates. This information sought has no bearing on the 2015 rates.
PUB (MPI) 1-102 (a to c)	Reference: SM.3.6.4, p. 20 a) Please advise of any other examples of the Corporation's new and innovative approaches to target key audiences about Road Safety (aside from the social media strategy and distracted driving simulator referenced). b) Please advise of when the social media strategy will be implemented and what action items that strategy will include.	Standard Paragraph	The requested information is not relevant to the setting of Basic insurance rates for the application year. This is operational in nature and does not factor into the approval of rates. This information sought has no bearing on the 2015 rates.

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PUB (MPI) 1-103 (a to d)	<p>Reference: SM.3.7, p. 24</p> <p>a) Please advise of whether the Corporation:</p> <p>(i) engages in any further discussion with the stakeholders to whom data is communicated regarding ideas or plans for changes to collision "hotspots";</p> <p>(ii) monitors changes in data over time relative to collision "hotspots";</p> <p>(iii) identifies common characteristics as between collision "hotspots";</p> <p>(iv) considers specific strategies relative to each of the three categories of vulnerable road users for the purposes of improving safety.</p> <p>b) Please advise of why locations of fatalities are not included in claims data, and whether the Corporation has plans to change that practice.</p> <p>c) Please advise of why the locations of collisions in rural areas of Manitoba are not tracked by the Corporation.</p> <p>d) Please advise of whether the Corporation records and tracks the locations of claims arising from road conditions including potholes. If so, please file that data for the last five years.</p>	Standard Paragraph	The methodologies used by the Corporation in analyzing motor vehicle collisions are not relevant to the setting of Basic insurance rates, except to the extent that this analysis has been incorporated into the claims forecasts for 2015/16 and through the outlook period.

IR Number	Request	Response	MPI Response
PUB (MPI) 1-143 (a,b)	<p>Reference: AI.12 Appendix 4 p.8/Gartner Report p. 6</p> <p>MPI indicates that if one-time investments were excluded its scoring would be similar to the Peer group for IT spending as a percentage of revenue.</p> <p>a) Please indicate to what extent the Peer group (\$30.1 million in Change the Business) includes or excludes large "one time" investments to assess the reasonableness of the assertion made on comparability.</p> <p>b) Please provide MPI's IT spending as a percentage of revenue since 2000 including and excluding one-time investments.</p>	Standard Paragraph	<p>(a) The benchmarking information referenced in the question is not used in the preparation of the pro forma financial projections used for rate making and/or actuarial modeling and is therefore not germane to the Rate Application.</p> <p>b) Please refer to Volume II Expense section Appendix 9 for the historical IT spending starting in 2009/10, years prior to this are not relevant to the current operating environment. Historical revenue is available in the respective Annual Reports and Audited Financial Statements which can be found at http://www.mpi.mb.ca/en/Newsroom/Pages/annualreports.aspx</p> <p>There are other legislative requirements for operational audits and reviews of the Corporation, such as the Office of the Auditor General (OAG) and the Crown Corporation Council (CCC) to assess the operational information relating to operational decisions. The Public Utilities Board is designed for rate setting only, not as an operational review.</p>
PUB (MPI) 1-144 (a,b)	<p>Reference: AI.12 Appendix 4</p> <p>a) Please provide a description of cost containment and the basis for MPI's improved scoring on this metric.</p> <p>b) Please discuss the implications on cost containment of no change in Business Process Management and how MPI intends to improve this metric.</p>	Standard Paragraph	<p>This is operational in nature and does not factor into the approval of rates. This information sought has no bearing on the 2015 rates.</p>

IR Number	Request	Response	MPI Response
PUB (MPI) 1-145 (a,b)	<p>Reference: AI.12 Appendix 4 pp. 8 &13</p> <p>a) Gartner recommends that MPI should invest in strong Governance over third-party service providers and MPI's current maturity score for Business Process Management is below Peer group scores and has not improved from last year.</p> <p>b) Please provide a full explanation of what type of Governance Management is required over Third Party Service Providers and the changes MPI proposes to its current practices in this area.</p>	Standard Paragraph	This is operational in nature and does not factor into the approval of rates. This information sought has no bearing on the 2015 rates.