

October 21, 2019

2020 GENERAL RATE APPLICATION
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Undertaking #7

MPI to provide an update to IBAM (MPI) 2-1 indicating the impact of cancellations on each line of business, for each service center location.

RESPONSE:

Please see Appendix 1.

Appendix 1:
IBAM (MPI) 2-1 Comparison

	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Manitoba Public Insurance Arborg Service Centre					
Driver and Vehicle Licensing					
Cancellations	(31)	(28)	(2,678)	(69)	(115)
Remaining Transactions	21,681	18,937	19,153	20,705	19,420
Extension					
Cancellations	(16,216)	(16,859)	(22,270)	(24,735)	(20,150)
Remaining Transactions	15,112	14,525	18,978	26,712	29,814
Basic					
Cancellations	(84,440)	(101,272)	(126,463)	(118,425)	(127,561)
Remaining Transactions	112,491	117,256	208,098	199,952	255,117
Manitoba Public Insurance Beausejour Service Centre					
Driver and Vehicle Licensing					
Cancellations	(65)	(167)	(95)	(302)	(2,094)
Remaining Transactions	25,010	34,403	38,143	30,314	70,597
Extension					
Cancellations	(27,738)	(32,348)	(34,092)	(27,267)	(28,942)
Remaining Transactions	21,337	30,609	30,079	31,385	40,091
Basic					
Cancellations	(131,996)	(171,428)	(180,243)	(169,716)	(184,441)
Remaining Transactions	126,423	252,071	277,034	332,805	403,917
Manitoba Public Insurance Bison Drive Service Centre					
Driver and Vehicle Licensing					
Cancellations	(6,751)	(11,287)	(10,712)	(8,154)	(27,891)
Remaining Transactions	256,754	329,014	328,119	459,286	591,634
Extension					
Cancellations	(200,724)	(193,680)	(231,844)	(264,230)	(258,050)
Remaining Transactions	136,959	173,240	179,021	212,859	234,837
Basic					
Cancellations	(1,349,083)	(1,338,489)	(1,633,061)	(1,898,489)	(2,255,682)
Remaining Transactions	2,205,319	2,735,111	2,920,867	3,147,359	2,891,654
Manitoba Public Insurance Brandon Service Centre					
Driver and Vehicle Licensing					
Cancellations	(5,394)	(8,322)	(9,300)	(7,807)	(18,761)
Remaining Transactions	256,940	280,797	279,899	321,879	361,940
Extension					
Cancellations	(97,559)	(130,881)	(155,449)	(134,996)	(142,098)
Remaining Transactions	110,295	138,720	118,895	140,747	163,923
Basic					
Cancellations	(770,073)	(966,091)	(1,135,893)	(979,029)	(1,099,669)
Remaining Transactions	1,531,255	1,832,290	1,783,958	2,000,006	1,971,302

	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Manitoba Public Insurance Cityplace Service Centre					
Driver and Vehicle Licensing					
Cancellations	(15,775)	(27,024)	(27,720)	(22,275)	(48,529)
Remaining Transactions	405,481	519,332	502,917	517,568	550,868
Extension					
Cancellations	(35,531)	(30,086)	(38,020)	(40,831)	(42,827)
Remaining Transactions	155,335	170,292	179,034	221,070	230,473
Basic					
Cancellations	(284,283)	(272,368)	(298,414)	(327,919)	(465,957)
Remaining Transactions	3,064,344	3,309,251	2,834,800	2,720,995	2,278,730
Manitoba Public Insurance Dauphin Service Centre					
Driver and Vehicle Licensing					
Cancellations	(447)	(623)	(695)	(673)	(4,367)
Remaining Transactions	71,773	78,570	79,419	75,144	101,416
Extension					
Cancellations	(22,273)	(25,458)	(29,514)	(31,260)	(33,121)
Remaining Transactions	59,738	62,656	61,246	70,678	57,782
Basic					
Cancellations	(154,415)	(211,366)	(202,299)	(227,124)	(318,056)
Remaining Transactions	638,757	780,491	808,108	925,891	721,956
Manitoba Public Insurance Gateway Road Service Centre					
Driver and Vehicle Licensing					
Cancellations	(4,908)	(5,107)	(11,855)	(7,097)	(10,097)
Remaining Transactions	311,187	356,903	368,961	432,901	469,440
Extension					
Cancellations	(190,121)	(178,282)	(204,450)	(206,146)	(217,140)
Remaining Transactions	73,558	100,184	97,869	121,984	121,128
Basic					
Cancellations	(1,242,918)	(1,273,483)	(1,413,524)	(1,497,647)	(1,952,532)
Remaining Transactions	1,615,580	2,300,465	2,516,617	2,733,405	2,380,636
Manitoba Public Insurance King Edward St Service Centre					
Driver and Vehicle Licensing					
Cancellations	(3,087)	(2,913)	(7,058)	(3,944)	(5,169)
Remaining Transactions	194,882	266,989	211,362	260,325	414,133
Extension					
Cancellations	(136,402)	(122,890)	(137,437)	(185,243)	(206,550)
Remaining Transactions	50,598	63,590	75,206	78,627	116,516
Basic					
Cancellations	(986,148)	(941,613)	(1,068,085)	(1,475,790)	(2,086,256)
Remaining Transactions	2,411,488	3,278,087	3,821,511	4,159,381	3,439,695
Manitoba Public Insurance Main Street Service Centre					
Driver and Vehicle Licensing					
Cancellations	(3,612)	(16,568)	(10,131)	(15,899)	(18,855)
Remaining Transactions	357,492	427,318	495,776	512,107	670,575
Extension					
Cancellations	(250,813)	(214,921)	(242,099)	(290,132)	(290,905)
Remaining Transactions	80,259	85,918	115,292	132,699	154,766
Basic					
Cancellations	(1,459,642)	(1,391,772)	(1,541,494)	(2,006,750)	(2,900,437)
Remaining Transactions	638,305	799,797	1,373,948	2,090,533	2,853,467

	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Manitoba Public Insurance Pacific Service Centre					
Driver and Vehicle Licensing					
Cancellations	(2,621)	(6,109)	(3,250)	(5,862)	-
Remaining Transactions	168,466	185,363	196,482	123,704	-
Extension					
Cancellations	(133,287)	(124,453)	(123,315)	(76,867)	-
Remaining Transactions	30,172	39,808	44,139	30,896	-
Basic					
Cancellations	(807,308)	(777,215)	(802,376)	(490,913)	-
Remaining Transactions	223,587	399,410	579,145	601,292	-
Manitoba Public Insurance Pembina Service Centre					
Driver and Vehicle Licensing					
Cancellations	(7,864)	(6,186)	(1,267)	-	-
Remaining Transactions	167,573	202,615	87,396	-	-
Extension					
Cancellations	(94,621)	(82,291)	(39,136)	-	-
Remaining Transactions	66,136	74,169	29,471	-	-
Basic					
Cancellations	(591,548)	(540,202)	(266,357)	-	-
Remaining Transactions	451,473	566,842	208,678	-	-
Manitoba Public Insurance Portage la Prairie Service Centre					
Driver and Vehicle Licensing					
Cancellations	(4,491)	(2,963)	(1,792)	(3,416)	(8,388)
Remaining Transactions	89,938	139,281	100,396	108,610	158,927
Extension					
Cancellations	(29,477)	(55,129)	(65,598)	(57,165)	(54,055)
Remaining Transactions	30,699	42,481	64,289	64,969	79,366
Basic					
Cancellations	(170,875)	(272,903)	(347,605)	(309,931)	(323,710)
Remaining Transactions	321,117	387,089	524,945	597,356	634,638
Manitoba Public Insurance Selkirk Service Centre					
Driver and Vehicle Licensing					
Cancellations	(4,090)	(133)	(1,812)	(2,423)	(6,334)
Remaining Transactions	59,928	86,712	99,198	115,386	149,421
Extension					
Cancellations	(54,231)	(61,094)	(61,683)	(56,081)	(59,534)
Remaining Transactions	31,542	47,194	41,153	54,173	49,936
Basic					
Cancellations	(332,375)	(373,063)	(379,386)	(410,826)	(395,017)
Remaining Transactions	392,995	516,180	529,343	664,368	627,683
Manitoba Public Insurance St. Mary's Road Service Centre					
Driver and Vehicle Licensing					
Cancellations	(5,382)	(10,461)	(10,570)	(20,582)	(14,304)
Remaining Transactions	208,697	289,299	266,398	290,896	375,684
Extension					
Cancellations	(135,476)	(133,100)	(145,410)	(170,822)	(159,247)
Remaining Transactions	68,054	102,230	96,710	118,676	106,424
Basic					
Cancellations	(859,941)	(886,526)	(934,597)	(1,163,133)	(1,207,716)
Remaining Transactions	420,918	664,047	733,013	1,013,179	983,817

	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019
Manitoba Public Insurance Steinbach Service Centre					
Driver and Vehicle Licensing					
Cancellations	(1,815)	(1,773)	(4,807)	(585)	(6,306)
Remaining Transactions	67,403	90,493	101,308	138,700	168,888
Extension					
Cancellations	(90,274)	(108,330)	(107,415)	(98,355)	(87,332)
Remaining Transactions	26,189	36,027	44,249	56,845	49,142
Basic					
Cancellations	(551,536)	(641,967)	(674,782)	(632,232)	(614,424)
Remaining Transactions	337,777	435,940	511,513	720,376	703,553
Manitoba Public Insurance Thompson Service Centre					
Driver and Vehicle Licensing					
Cancellations	(1,931)	(2,167)	(608)	(3,604)	(1,931)
Remaining Transactions	132,930	181,007	166,419	169,007	210,738
Extension					
Cancellations	(30,257)	(30,446)	(33,911)	(34,839)	(33,310)
Remaining Transactions	98,170	146,169	176,807	168,298	166,145
Basic					
Cancellations	(208,508)	(208,947)	(244,397)	(248,810)	(320,165)
Remaining Transactions	783,538	969,613	1,097,200	1,091,306	988,665
Manitoba Public Insurance Winkler Service Centre					
Driver and Vehicle Licensing					
Cancellations	(1,770)	(653)	(2,264)	(1,962)	(2,294)
Remaining Transactions	73,658	76,994	102,488	81,177	97,190
Extension					
Cancellations	(35,491)	(51,266)	(70,291)	(50,208)	(89,585)
Remaining Transactions	21,117	28,222	27,483	25,925	27,854
Basic					
Cancellations	(260,195)	(349,149)	(519,258)	(383,747)	(700,453)
Remaining Transactions	332,012	425,888	516,497	587,497	642,229