THE COMMONWEALTH OF MASSACHUSETTS
PERMANENT AUTO BODY LABOR REIMBURSEMENT RATE ADVISORY BOARD

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November 17, 2026

Office of State Secretary
Regulations Division
State House
Room 117
Boston, MA 02133

Re: Meeting Notice and Agenda Items for the Massachusetts Permanent Auto Body Labor Reimbursement Rate Advisory Board, Monday, November 23, 2026, at 3:00PM Remotely

Dear Concerned Parties:

In accordance with Massachusetts General Laws Chapter 30A, §§ 18-25 and Governor Charles D. Baker's "ORDER SUSPENDING CERTAIN PROVISIONS OF THE OPEN MEETING LAW, G.L. c. 30A, § 20" issued on March 12, 2020, Chapter 20 of the acts. of 2021 "An Act Extending Certain COVID-19 Measures Adopted During the State of Emergency" as most recently amended by §1 of Chapter 2 of the Acts of 2025, the Permanent Auto Body Labor Reimbursement Rate Advisory Board (ABLRRAB or Board) will hold a public meeting on Monday, November 23, 2026, at 3:00PM remotely via teleconference.

Register to join the meeting at the public link:
November 23, 2026 Meeting Link

The topics to be discussed during the meeting of the Board will be the following:

I. Call to order.
II. Introduction by Co-Chair Michael D. Powers, Esq.

III. Rules for providing documents to the Board and their public disclosure as a public record under the Massachusetts Public Records Laws, M. G. L. c. 66, § 10(a), 950 C.M.R. 32.00 et seq., M.G. L. c. 4, § 7(26).

IV. Discussion of surveys submitted to auto body repair shops and auto insurance companies writing auto insurance in Massachusetts pursuant to M.G.L. c. 175 §§ 231 and 232, which provides the following:

Chapter 175, Section 231.
(a) There shall be, within the division of insurance, a permanent auto body labor reimbursement rate advisory board to address any issues related to auto body labor reimbursement rates. The advisory board shall consist of: 1 member appointed by the commissioner of insurance, who shall serve as a co-chair; 1 member appointed by the attorney general, who shall serve as a co-chair; 1 member from the auto insurance industry appointed by the Massachusetts Insurance Federation, Inc., or its successor; 1 member from the auto repair industry appointed by the Massachusetts Auto Body Association, Inc., or its successor; and 1 member appointed by the Massachusetts State Automobile Dealers Association, Inc., or its successor. No board member shall serve more than 3 consecutive 2-year terms.

(b) The advisory board shall meet not less than 1 time per year. The advisory board shall be responsible for creating, implementing and overseeing a survey not more than once every 4 years that shall be given to relevant auto body shops and insurers as determined by the advisory board. The survey shall compile data pertaining to contracted hourly labor reimbursement rates, posted hourly labor reimbursement rates and any additional information the advisory board deems relevant. The advisory board shall collect industry data including, but not limited to: (i) labor reimbursement rates in neighboring states; (ii) total labor costs and total repair costs for repairs, including the total cost of repair; (iii) inflation data; (iv) workforce data; (v) vocational school trends; (vi) automobile insurance premiums; and (vii) any additional information as requested by the advisory board. The results of the survey and the data collected shall be reviewed and analyzed by the advisory board.

(c) Not later than December 31 every fourth year, the advisory board shall file a report of its findings and conclusions, and any recommendations of the individual members of the advisory board with the clerk of the senate and house of representatives, the joint committee on financial services, the senate and house committees on ways and means and the division of insurance.

Section 232.
(a) The commissioner of insurance shall, every 4 years, issue the labor reimbursement rate survey to auto body shops and insurers, as established by the auto body labor reimbursement rate advisory board established in section 231.

(b)(1) Not less than every 4 years, the commissioner of insurance shall review the findings of the survey for evidence of whether there is a reasonable degree of competition in the auto body repair market.

(2) If the commissioner, through review of the labor reimbursement rate surveys and consideration of competition concludes that a reasonable degree of competition does not exist, then the commissioner shall implement a full rate hearing, under the regulations of the division of insurance, to establish a minimum auto body labor reimbursement rate for the commonwealth or a region thereof.

(c) In addition to competition, in setting the auto body labor reimbursement rate, the commissioner shall consider: (i) the best available market data relative to auto body repairs and the resulting insurance claims; and (ii) the impact on coverage premiums, including, but not limited to, phasing in the labor rate over a period of not more than 3 years.

Section 134 of Chapter 137 of the Acts of 2026. The auto body labor reimbursement rate survey required under section 232 of chapter 175 of the General Laws shall be conducted not later than January 1, 2027.

For approval by the Board, adopting the following two surveys to Auto Repair facilities registered with the Division of Standards in the Commonwealth and Auto Insurance Companies writing auto insurance in the Commonwealth:

Repair Facility Information
Please provide the following information about your repair facility.
(1) Name of Repair Facility
(2) Registered Shop Number from the Division of Standards
(3) Facility's zip code
(4) Facility's county in Massachusetts
(5) Name of the individual filling out this survey
(6) Email address to reach the individual above
(7) Phone number of your facility

Labor Rates
Provide the labor rate your facility charges consumers on non-insurance repairs, for the
following categories of repairs. While we understand that you may have charges for other
services, we are only collecting data for the following categories. Please use numerals or
leave blank if non-applicable.
(1) Body Labor Rate
(2) Refinishing Labor Rate
(3) Aluminum Labor Rate
(4) Mechanical Labor Rate

(5) Structural Labor Rate
(6) Frame Labor Rate

Additional Questions
Please use numerals or leave blank if non-applicable.
~~(1) If your facility has fleet or governmental contracts, please provide the average labor rate charged for the past 12 months~~.
(1) If your facility completes both insurance and non-insurance involved repairs, please provide a good faith estimate of the average monthly percentage of repairs completed without insurance company involvement.
(2) If your facility has a contract with an auto insurance carrier's Preferred Shops Program please provide the rates charged to participating customers for the 6 Labor Rates: (1) Body Labor Rate; (2) Refinishing Labor Rate; (3) Aluminum Labor Rate; (4) Mechanical Labor Rate; (5) Structural Labor Rate and; (6) Frame Labor Rate.

Auto Insurance Companies writing auto insurance in the Commonwealth

Insurance Company Information
(1) Name of Insurance Company:
(2) DOI License Number:
(3) Name of the individual filling out this survey:
(4) Email address to reach the individual above:
(5) Phone number of the individual above:

Labor Rate Information
Please provide the current prevailing labor rate your company pays for collision repairs for
the following category of repairs. Please use numerals or leave blank if non-applicable.
(1) Body Labor Rate:
(2) Refinishing Labor Rate:
(3) Mechanical Labor Rate:
(4) Structural Labor Rate:
(5) Frame Labor Rate:

Additional Questions
(1) Please provide the number of body shops your company has under a referral contract:
(2) Are any concessions required from body shops to become part of your referral program/network? (Y/N)
(3) Does your company voluntarily conduct any randomized surveys of body shops in order to establish your company's prevailing labor rates listed above? (Y/N)

V. Next meeting date.

VI. Motion to Adjourn.

On behalf of the Board,

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Michael D. Powers, Esq.
Co-Chair of the ABLRRAB

I certify that this Notice was sent by email to the Massachusetts Office of Administration and Finance, to the Office of the Secretary for the Commonwealth and forwarded by e-mail to the IT Services for the Commonwealth.

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Michael D. Powers Date: November 17, 2026
Co-Chair of the ABLRRAB

Reasonable accommodation for people with disabilities are available upon request. You can make a request by sending an email to Michael D. Powers at: Michael.d.powers@mass.gov. Please include your name and contact information, and the type of accommodation you will need, including as much detail as you can. Please be advised that while we will try our best to grant requests received after the Friday before the meeting, they may not be possible to fulfill, so please make your request as soon as you know you will need it.