

NORTH CAROLINA MOVERS ASSOCIATION  
BOARD OF DIRECTORS MEETING  
January 18, 2020  
Raleigh, NC

Call to Order Time: _____	Dru Burgin
Roll Call	Pam Stanley
Minutes	
October 10, 2019	Pam Stanley
October 12, 2019	
Treasurer's Report	
2019 Treasurer's Year-End Report	David Rushing
2020 Treasurer's Report	
2019 Convention Check-up	
Committee Reports	
By-Laws	Thomas Kiser
Convention	Dru Burgin
Legal/Legislative/Insurance	Kathy Cox/Dean Barrett/ Lucky Anneheim
Military Affairs	Steve Rhodes
New Members Development/ Corporate Sponsorship	Tony Harris/Todd Campbell
Public Affairs/Tariff Oversight	Travis Few
Scholarship	Chris Barringer/Paula West
Seminar Training	Jeff Day, Robert Farnum
Executive Director	Pam Stanley
New Business	
Board Meeting Dates	Dru Burgin
Replacement of Matt Sharpstene	Dru Burgin
BellHops	Pam Stanley
Old Business	
Video	Dean Barrett
Executive Session	
Adjourn Time _____	

## CONVENTION COMMITTEE

Dru Burgin, Chairman

January 18, 2020

As David told you the convention lost \$1,339.58. I have attached a breakdown showing how the conventions from 2013 to 2019 did. Obviously, our sponsorship money was down and we will have to focus more on that this year.

### Convention 2020

We polled the membership as to where they wanted to go – They were all over the place – mountains, beach and most cities.

The Courtyard at Carolina Beach was booked.

We couldn't get anyone in Asheville to quote – all I spoke to were booked a year in advance.

The Hotel Ballast Wilmington, Tapestry Collection by Hilton – very expensive. The room rate was \$189 – with an extra \$20 for river views, but after you added taxes and parking, the actual rate is \$241.

The two that were most reasonable were in Concord.

The Great Wolf Lodge has a room rate of \$139 for Thursday night and Friday night. If we want to get rooms for Saturday night, the price would be higher – but she hasn't let Pam know how high. If we decide on the Great Wolf, Pam recommends that we raise the registration fee. We had a fairly significant loss that year due to members bringing children and not registering them and having them eat.

The Embassy Suites was \$159/night. We would be able to use their complimentary breakfast for Friday and Saturday morning, if we want to.

We do need to make a decision quickly.

CONV INCOME/EXPENSE

EVENT	2013	2014	2015	2016	2017	2019
	Concord	Caro Bch	Raleigh	Charlotte	Caro Beach	Wrightsville
<b>INCOME</b>						
SPONSOR	25,500.00	24,410.63	28,295.00	23,170.00	28,530.00	20,160.00
MEMBER	8,440.00	8,465.00	10,617.87	8,455.00	9,540.00	8,910.00
DOOR PRIZE DONATIONS	3,100.00	2,150.00				
GOLF/AUCTION/RAFFLE	3,500.00	3,900.00	4,800.00	4,700.00	6,000.00	4,335.00
<b>TOTAL INCOME</b>	<b>\$40,540.00</b>	<b>\$38,925.63</b>	<b>\$43,712.87</b>	<b>\$36,325.00</b>	<b>\$44,070.00</b>	<b>33,405.00</b>
<b>EXPENSES</b>						
THURSDAY BOARD MTG				39.62		
MISC SET UP	1,413.45	1,474.94	1,784.29	1,940.27	1,920.00	1,926.00
EXHIBIT TABLES/ELEC	156.65				544.00	
MEETING ROOMS	2,349.72	1,285.88			1,280.00	
THURSDAY NIGHT	0.00	3,808.00	6,538.85	4,662.29	5,395.20	6,058.46
FRIDAY MORNING	3,994.51	2,551.85	3,286.38	3,536.70	4,120.32	3,283.20
FRIDAY NIGHT	7,323.29	5,370.21	9,240.49	9,640.75	7,564.80	7,225.37
SATURDAY MORNING	3,524.58	2,368.00	4,518.11	3,536.70	3,924.48	3,122.79
SATURDAY NIGHT	8,162.67	6,016.00	5,398.78	4,635.48		
SATURDAY NIGHT SNACKS		203.54	328.64	1,188.58		
BAR (TICKETS)			1,334.27	1,059.84	384.00	1,106.78
SOFT DRINKS, BTLD WATER, JU	1,033.88	1,300.48	132.37		69.12	
GIFT CARDS - Prizes for Games	200.00					
ATTRITION				8,156.15		
ROOM RENTALS	2,190.34	1,280.94	1,464.51	1,863.48	2,477.67	1,612.75
<b>SUBTOTAL HOTEL</b>	<b>\$30,349.09</b>	<b>\$25,659.84</b>	<b>\$34,026.69</b>	<b>\$40,259.86</b>	<b>\$27,679.59</b>	<b>24,335.35</b>
<b>BANK FEES</b>						
COLOR GUARD	150.00		150.00	150.00	170.00	200.00
CONVENTION GIVEAWAYS	247.83		734.73			
DECORATIONS/LOGO	1,492.61	789.65	694.32	479.90	550.00	
DOOR PRIZES	297.16	393.79	400.00	385.20	912.95	
ENTERTAINMENT/CONTESTS	2,110.00	1,000.00	1,250.00	2,895.00	1,179.39	
GOLF OUTING**	2,548.14	2,002.00	3,467.53	2,407.84	4,745.26	2,618.17
GRAND PRIZE	500.00	500.00		1,000.00	500.00	500.00
PHOTOGRAPHER	500.00	1,000.00	1,080.00	1,000.00	1,080.00	1,080.00
PLAQUES	317.68	390.50	382.70	349.30	254.93	262.28
PRINTING	444.08	579.89	751.07	424.21	454.40	294.63
FRI NT MOVERS/AUCTION	3,137.82	2,062.15	853.94	1,201.13	1,207.10	1,692.96
SIGNS	289.56	289.56	630.11	672.33	473.99	503.09
SPEAKERS	0.00			920.70		436.92
SUPPLIES	117.40	143.06	627.35	135.69	138.57	40.00
T-SHIRTS						1,064.35
<b>TOTAL EXPENSES</b>	<b>\$42,501.37</b>	<b>\$34,810.44</b>	<b>\$45,048.44</b>	<b>\$52,301.16</b>	<b>\$39,346.18</b>	<b>\$33,027.75</b>
TRF TO SCHOL FROM GOLF	951.86	1,898.00	1,332.47		1,274.74	1,716.83
<b>TOTAL INCOME/EXPENSE</b>	<b>-\$2,913.23</b>	<b>\$2,217.19</b>	<b>-\$2,668.04</b>	<b>-\$15,976.16</b>	<b>\$3,449.08</b>	<b>-\$1,339.58</b>
<b>SCHOLARSHIP RAISED</b>						
GOLF NET PROCEEDS					6475.00	6835.00
TOTAL SCHOLARSHIP					1274.74	1715.83
					<b>\$7,749.74</b>	<b>8550.83</b>



10 January 2020

Report to the Board – Military

-2020 Rate Cycle Round 1 January 19-24 and Round 2 February 16-21.

-Inconvenience claims: Major change is payment of local Per Diem rates for service members and families for late shipments. While Per Diem rates vary from location to location, there are situations where claims could run in to thousands of dollars.

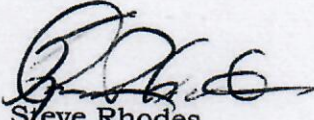
-Global Household Contract: Bids have been submitted. It is unclear just how many have been received, but it is multiple and does include companies who have moving experience as well as other companies. DoD was supposed to start talks with the top bidders last week with revised proposals due on 24 February. The contract award is scheduled for 15 April with domestic shipments starting on 1 February 2021, phased in over several months. The current system will remain in place for the next peak season.

-NTS: As I understand the proposal, what DoD wants is a centralized NTS facility, serving a regional or larger area where local agents would pack and dray shipment for storage to the designated facility. For those who want to participate in this area of the program the biggest issue will be liability because they are assuming full replacement valuation for shipments packed by someone else. With extra inspections and handling comes increased potential for loss or damage. As I also understand it, USTC is looking for a 9 year contract.

-Thanks to a "system glitch," the email process which was supposed to remind service members to fill out their surveys upon completion of their move broke down and no reminders were sent between 14 April and 16 October. This impacted about 185,000 military members of roughly 46% of all 2019 moves. While the survey was still accessible through a direct link on move.mil, this "glitch" had a significant impact on USTCs ability rank quality received during the six month peak season.

- The DoD Inspector General released a report that said more than 40% of service members who moved in 2018 received their shipments at least 5 days late because of "scheduling and equipment problems." The IG reviewed 4 JPPSOs and also discovered they issued only 25 warnings over 124 late shipments. The IG has recommended issuing warnings or 30 day suspensions within 14 days to companies when RDDs are missed.

V/R,



Steve Rhodes



Pam Stanley <pstanley@ncmovers.org>

### January 18 Board of Directors

Travis Few <Travis@fewmoves.com>

Mon, Jan 6, 2020 at 2:08 PM

To: Pam Stanley <pstanley@ncmovers.org>

Cc: Chris Barringer <barringer818@gmail.com>, David Rushing <DRushing@aarelocation.com>, Dean Barrett <dean@steeleandvaughn.com>, Dru Burgin <sellsmoving@aol.com>, Jeffrey Day <jeff.day@matherbrothers.com>, Kathy Cox <kcox@hornemoving.com>, Mike Mather <mike.mather@matherbrothers.com>, Paula West <paula.west@covan.com>, Robert Anneheim <lucky@makeamovetoday.com>, Robert Farnum <rfarnum@gentlegiant.com>, Steve Rhodes <srhodes@nilsonvan.com>, "Thomas Kiser Jr." <tkiserjr@csfay.com>, Todd Campbell <todd.campbell@twomen.com>, Tony Harris <tharris@csfay.com>

Board,

I hope everyone had a great holiday.

Tariff Oversight - The Commission gave us a 1.8% increase in rates on January 1. No other changes have been proposed to the tariff.

See you all on the 18th.

Travis Few, MBA  
CEO



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License Number: NCUC C-2521  
DOT Number: 2417428



**WE SELL BOXES!!**

On Mon, Jan 6, 2020 at 1:39 PM Pam Stanley <pstanley@ncmovers.org> wrote:

# NEW MEMBER DEVELOPMENT/CORPORATE SPONSORSHIP

Tony Harris & Todd Campbell

Co-Chairmen

## BOARD OF DIRECTORS REPORT

January 18, 2020

	2020	2019
Associates	31	34
Branch	15	12
Regular	185	173
TOTAL	231	219

### New Mover Members since last Board meeting

Building Blocks Moving

Raleigh Moving Company, LLC

Rocket Movers, LLC

## SCHOLARSHIP COMMITTEE

Chris Barringer & Paula West, Co-Chair

January 18, 2020

We raised \$6,835 from the auctions and red tees at the convention. We also raised \$1,716 from the net proceeds from the golf tournament.

The Scholarship account has a balance of \$8,599. The account is now fully funded for this year – maximum outlay would be \$5,000. We have definitely recovered from not having a convention in 2018 and there will be no need to transfer money from the Operating Fund to cover scholarship expenses in 2020.

We have worked on the topics for the essay and the 2020 scholarship applications will be posted next week.



# **Seminar Training Committee Report to the Board**

**January 18, 2020**

**NC State University Club – Raleigh, NC**

## **Committee Members**

**Jeffrey Day, Acme Movers & Stg Inc., *Chair***

**Robert Farnum, Gentle Giant Moving Co., *Co-Chair***

On April 17, 2020 a claims seminar will be held at Wells Insurance Corporate office in Wilmington, NC. Tony Pagrabs and Chris Miller from Wells Insurance will be handling the training itinerary. Registration for this training will be emailed to members in the upcoming weeks.

**Respectfully submitted,**

**Jeffrey Day**

## EXECUTIVE DIRECTOR'S REPORT

January 18, 2020

Pam Stanley

Tariff training seminars will continue to be held on a regular basis. We are still getting very good attendance at these seminars. We were in Raleigh on Wednesday. Next seminar will be February 25 in Concord. Krishna has already said that we are going to Asheville and Wilmington and Charlotte at least one more time.

I have already done two individual seminars for members this year – Gentle Giant on Monday and Two Men in Charlotte on Tuesday. I am also booked to do one for Capital Relocation Group in Garner (formerly Daniels Moving) on Wednesday. I had mentioned in my last update to the members that I was available and was happy to see people take me up on it. Things can be tailored for what a company wants to emphasize and not just the whole tariff. When I do my next update, I'll mention it again.

I've started working on the annual membership dues billing and they will be going out next week

Been spending a good amount of time answering questions from our members – lots of unusual claims and other moving questions. I'm glad to see that our membership thinks of the Association first when they aren't sure as to what to do.

I will be taking vacation on February 7 and 10. I will remind the membership several times between now and then. I will not have the phones forwarded to my cell phone while on vacation.

AMSA's convention is late this year – March 15 – 18 in Orlando.

## **NORTH CAROLINA MOVERS ASSOCIATION**

### **PUBLIC SERVICE ANNOUNCEMENT**

**Scope** – Create a Public Service Announcement to better educate our public about legal movers. The PSA will be professionally produced by a Promotion Company and facilitated by an actor. The PSA will be brief and to the point, in order to keep the attention of the interested party. We will produce a 1 – 2 minute main video and a 30 – 60 micro video for quicker notice. (2) 15 second promo videos will be produced for use in social media and any other promos. Also included is a 15 – 30 second “tag” by a NCUC Commissioner for endorsement. The Promotion Co. will also create professionally prepared written Press Release and distribute to major markets media.

**Estimated Cost - \$5,500.00**