

NORTH CAROLINA MOVERS ASSOCIATION
BOARD OF DIRECTORS MEETING
April 6, 2019
Asheville, NC

Call to Order Time: _____

Kathy Cox

Roll Call

Pam Stanley

Minutes

January 12, 2019

Pam Stanley

Treasurer's Report

2019 Treasurer's Report

Mike Mather

Committee Reports

By-Laws

Convention

Legal/Legislative/Insurance

Military Affairs

New Members Development/

Corporate Sponsorship

Public Affairs/Tariff Oversight

Scholarship

Seminar Training

Executive Director

Jeff Day

Dru Burgin

Kathy Cox/Brett Plummer/Matt Sharpstene/

Lucky Anneheim

Steve Rhodes

Bob Farnum/Travis Few/

Tony Harris/Mike Mather

Todd Campbell

Chris Barringer/Paula West

Dru Burgin/David Rushing

Pam Stanley

New Business

Old Business

Association Bank

Deposit/Reservation Fee

Pam Stanley

Pam Stanley

Executive Session

Adjourn Time _____

2019 TREASURER'S REPORT

CATEGORY DESCRIPTION	2019	2018	BUDGET	DIFF
BALANCE January 1	\$80,255.36	\$67,883.26		FROM BUDGET
INCOME/EXPENSE				
INCOME:				
ADVERTISEMENT THV		680.00	\$700.00	(\$20.00)
ASSOCIATE DUES	3,500.00	3,150.00	6,000.00	(\$2,850.00)
BRANCH DUES	1,050.00	825.00	900.00	(\$75.00)
CREDIT CARD FEES	594.53	395.54	2,000.00	(\$1,604.46)
FORMS	11,401.15	10,005.13	42,000.00	(\$31,994.87)
INTEREST INCOME	106.01	32.10	150.00	(\$117.90)
MEMBERSHIP DUES	43,823.75	38,869.00	54,000.00	(\$15,131.00)
SALES TAX	775.99	718.61	3,000.00	(\$2,281.39)
SCHOLARSHIP			2,000.00	(\$2,000.00)
SEMINARS				\$0.00
SHIPPING	1,600.69	1,490.11	6,000.00	(\$4,509.89)
SOFTWARE	1,335.00	905.00	1,400.00	(\$495.00)
TOTAL INCOME	\$64,187.12	\$57,070.49	\$118,150.00	(\$61,079.51)
EXPENSES:				
ACCOUNTING-PROF FEES.			595.00	(\$595.00)
BANK SERVICE FEES	718.26	664.79	3,000.00	(\$2,335.21)
BOARD MEETING EXPENSE	529.50	255.54	1,500.00	(\$1,244.46)
BOARD RESERVE			0.00	\$0.00
CAPITAL EXPENDITURES			2,500.00	(\$2,500.00)
DUES (MEMBERSHIP)			325.00	(\$325.00)
EXECUTIVE DIR PROF FEE	9,711.54	9,521.16	38,846.16	(\$29,325.00)
FORMS	6,905.80	6,530.80	31,000.00	(\$24,469.20)
INSURANCE			1,500.00	(\$1,500.00)
IT	491.33	531.99	2,000.00	(\$1,468.01)
LEGAL				\$0.00
MEETINGS		500.00	750.00	(\$250.00)
MISCELLANEOUS			133.84	(\$133.84)
POSTAGE	362.85	420.71	750.00	(\$329.29)
PRINTING			750.00	(\$750.00)
RENT	450.00	450.00	1,800.00	(\$1,350.00)
SALES TAX PAID	684.66	586.09	3,000.00	(\$2,413.91)
SCHOLARSHIPS			5,000.00	(\$5,000.00)
SHIPPING	1,342.29	1,291.65	5,500.00	(\$4,208.35)
SOFTWARE	1,105.00	1,015.00	1,300.00	(\$285.00)
SUPPLIES	494.35	737.39	1,400.00	(\$662.61)
TAXES			3,000.00	(\$3,000.00)
TELEPHONE EXPENSE	648.15	660.16	3,000.00	(\$2,339.84)
TRAVEL EXPENSES	3,601.08	1,327.79	10,500.00	(\$9,172.21)
TOTAL EXPENSES	\$27,044.81	\$24,493.07	\$118,150.00	(\$93,656.93)
TOTAL INCOME/EXPENSE	\$37,142.31	\$32,577.42	\$0.00	
2018 CONVENTION INC	\$200.00			
CASH ON HAND 4/5/19	\$117,597.67	\$100,460.68		

ACCT BALANCES

Acct	4/5/2019
Capital Convention Fund	0.00
Capital Money Market	0.00
Capital Regular Checking	0.00
Capital Scholarship Fund	0.00
CD #1	11,449.00
Wells Fargo Operating	42,954.98
Wells Fargo Savings	51,475.64
Wells Fargo Convention	7,100.88
Wells Fargo Scholarship	4,617.17
TOTAL	\$117,597.67

By-Laws Committee Report to the Board

April 6, 2019

Hilton Asheville Biltmore Park

Committee Members

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

No changes requested; No report necessary

Respectfully submitted,

Jeffrey Day



3 April 2019

Report to the Board – Military

I am going to divide this report in to two section, Current and Future. There is a lot of information to share for the upcoming Peak Season as well as an issue of tremendous impact to Industry for the Future.

Current:

-400 NG tariff has been updated to reflect that 41 of 227 CONUS locations were increased by a total of 27%.

-Unlimited refusals WILL be allowed for shipments offered to move between 15 May and 30 August. TSPs have two hours to refuse a shipment.

-Inconvenience claims must now be offered for delays out of storage. We have 5 days to deliver out of SIT; 10 days during peak season.

-TCJ4H's goal is to increase onsite QA inspections by 50% for all locations. The "hit List" for this summer's season will include the following violations: Loss and Damage, Missed RDDs, Reweigh Failures, Failure to complete Pre-Move Survey, Failure to "remain in regular contact with the customer throughout the entire move process," Failure to arrive shipments in DPS and "Subpar" Inventories.

-Domestic transit times have been increased. Missed RDDs continue to be a serious customer complaint. If the RDD is going to be missed, it is vital that this information is communicated to the shipper in a timely manner.

Future:

By now we all are familiar with General Lyon's (USTRANSCOM's Commanding General) desire to have "One throat to choke" moving forward next year when it comes to Personal Property movement for the military. He has stated publically that if he cannot control every aspect of military moves, then it is his intention to outsource the entire process. USTCJ4H has gone forward with two

RFIs that solicit interest from companies that are interested in taking on this project and lay out the bare bones requirements for what the Military would like to see. There were originally six companies that responded (among them Raytheon, KBR, Haliburton, KPMG and Suddath) and after the last RFI, that number is down to four. Industry Associations (AMSA, IAM, NCMA) have all gone forward with launching a campaign through their membership to contact individual elected officials to ask that they get involved in helping to “slow down the train” and form a working group with both Military and Industry members to identify and discuss ways to improve the moving experience for service members and provide stability that will allow moving companies to invest and grow their businesses. I have provided as an attachment a template for a letter if you desire to send one to your representative in DC.

The bottom line is that while we all need to be focused on doing the best job we can this peak season and try to increase capacity the best way we can, we need to be aware that there is major shift in the way we are going to do business in the near future that can have an adverse impact on all of us.

Very Respectfully,



Steve Rhodes

1 Attachment

I am writing to you today as a concerned business owner who proudly serves our nation's men and women in the Armed Services. The American moving and storage industry, working with USTRANSCOM (USTC) through the \$2.5 billion Defense Personal Property Program (DP3), relocates over 400,000 military families' household goods each year. Nearly half of those shipments take place from May to August, during "peak season."

According to customer satisfaction surveys, 90 percent of servicemembers report having a satisfactory move each year – dropping to 80 percent during peak season when we are overwhelmed with work. My industry shares USTC's mission to continually improve these scores. The surge of moves during peak season, however, combined with restrictive rules within the program that handcuff military movers, continually creates challenges that must be addressed. In response to these complaints, USTC plans to award a sole source contract by January 2020 to privatize management of the program. I am concerned, though, that if the underlying problems within the program are not addressed before a management change is considered, quality to the servicemember will not improve.

The moving and storage industry has continually suggested ways to improve the program. To date, USTC has not implemented most of those proposals. As a result, it comes as no surprise that more and more quality movers continue to leave the program and focus on other markets. Since 2010, mover participation in the program has dropped by nearly 30 percent. This trend all but guarantees that quality to servicemembers in the upcoming peak season will get worse, not better, unless corrective action is taken.

My company, acting through the American Moving & Storage Association, asks that you work with your colleagues in Congress to include a provision in the National Defense Authorization Act for Fiscal Year 2020 to hit pause on current plans to privatize management of the DP3 and establish a DP3 Working Group.

The Working Group's mission would be to identify, discuss and recommend to Congress ways to improve the moving experience for servicemembers and provide stability that will allow moving companies to invest and grow their businesses to provide more capacity to the Department of Defense for years to come. Participants of this Working Group would include USTC, military service headquarters' representatives, industry, and military family advocates. Specifically, the Working Group would be tasked with examining: shipment distribution; pricing; outsourcing management of the program; updating regulations; demand smoothing; communication and industry feedback processes; and operational control between USTC and a variety of military branches and regional offices.

The standing Working Group would provide a structured and transparent process for federal stakeholders and the industry to communicate and produce effective solutions, grounded in industry capacity and achievability, that can deliver real improvements to servicemembers and their families. I firmly believe this approach gives Congress the best path toward improving the move experience for servicemembers and their families. If you would like more information please feel free to reach out to me or our association professionals Paul Milotte at pmilotte@moving.org or Katie McMichael at kmcmichael@moving.org. I appreciate your time and consideration of this request.

Sincerely,

NEW MEMBER DEVELOPMENT/CORPORATE SPONSORSHIP

Robert Farnum Travis Few

Tony Harris & Mike Mather

Co-Chairmen

BOARD OF DIRECTORS REPORT

April 6, 2019

	2019	2018
Associates	30	32
Branch	16	12
Regular	171	172
TOTAL	217	216

New Mover Members since last Board meeting

Right Direction Moving & Storage
Fire Logistics

New Associate Members since last Board Meeting

Movers.com

Payscape

Relo Solutions Group

EXECUTIVE DIRECTOR'S REPORT

April 6, 2019

Pam Stanley

Tariff training seminars will continue to be held on a regular basis. We are still getting very good attendance at these seminars. Next seminar will be April 24 in Raleigh and then May 15 in Concord.

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.

Attended AMSA's 100th convention last week. NC was well represented. I finished up my term as chair of AMSA's Education Committee – I was chair for 12 years. I will still be on the committee, in addition to serving on the Moving & Storage Institute Board, PBOC Committee and Government Traffic. Good numbers at their 100th and got some prospects for new vendors for our convention.

I'm late with the first quarter issue of the Tar Heel Van – travelled extensively in March for both the association and personal matters. I've started work on it and will have it to the members next week..

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