

NORTH CAROLINA MOVERS ASSOCIATION  
BOARD OF DIRECTORS MEETING  
May 27, 2020  
Zoom Meeting

Call to Order Time: \_\_\_\_\_

Dru Burgin

Roll Call

Pam Stanley

Minutes

January 18 2020

Pam Stanley

Treasurer's Report

2020 Treasurer's Report

David Rushing

Committee Reports

By-Laws

Convention

Legal/Legislative/Insurance

Military Affairs

New Members Development/

Corporate Sponsorship

Public Affairs/Tariff Oversight

Scholarship

Seminar Training

Executive Director

Thomas Kiser

Dru Burgin

Kathy Cox/Dean Barrett/

Lucky Anneheim

Steve Rhodes

Tony Harris/Todd Campbell

Travis Few

Chris Barringer/Paula West

Jeff Day, Robert Farnum

Pam Stanley

New Business

Electronic Bill of Lading

Replacement of Steve Rhodes

Chris Barringer/Travis Few

Dru Burgin

Old Business

BellHops

Video

Pam Stanley

Dean Barrett

Executive Session

Adjourn Time \_\_\_\_\_

## North Carolina Movers Association

### 2<sup>nd</sup> Quarter 2020 Military Committee Update

26 May 2020

#### Stop Movement Order due to COVID-19

- US Transportation Command (USTRANSCOM) issued a stop movement order in March on all Department of Defense (DoD) shipments worldwide. The stop movement order has since been extended until 30 June 2020.
- Initial exceptions included retirees, separations and non-temporary storage.
- Military members and DoD civilians can now get a waiver through their chain of command and local transportation office to move but the DoD is still moving less than 30% of their normal volume.
- Under normal circumstances, 40% of yearly DoD moves take place during peak season (15 May – 31 July). This stop movement order will likely shift the peak season into September and October when the DoD business typically slows down.
- USTRANSCOM is still discussing whether peak season rates will be extended to follow the volume due to the stop movement order.
- USTRANSCOM has implemented Health Protection Protocols which are safety measures to help prevent the spread of COVID-19 while servicing DoD customers that include:
  - Screening all crew members every day per CDC guidelines before sending them to a service members residence.
  - Providing a Health Protection Protocol form to every service member every day on the job that includes crew member names and verbiage that the company has followed specific safety steps.
  - Ensuring all crew members wear face coverings while on the job.
  - At the service members request once the daily work is completed, crews must have the ability to clean surfaces they touched during the move.

#### Global Household Goods Contract (GHC)

- USTRANSCOM awarded the Global Household Goods Contract (GHC), a fixed price with economic adjustment contract, on 30 April 2020 to American Roll-on Roll-off Carrier Group (ARC) for \$7,211,331,984. This amount covers the transition and a three-year introductory phase.
- American Roll-on Roll-off Carrier Group is the prime contractor in a group of companies that bid on the contract known as *Team ARC*. Team ARC is comprised of:
  - Unigroup – Parent of United Van Lines and the largest moving company in North American, and Mayflower Transit, the fourth largest moving company in North America.

- Atlas World Group – Parent of Atlas Van Lines, the second largest moving company brand within the United States.
- Suddath – Move management company and currently the single largest domestic and international U.S. Government and military household goods supplier.
- The Pasha Group – Family-owned, diversified global logistics and transportation company serving military customers and the Defense Personal Property Program.
- Deloitte – World’s largest professional services firm with experience supporting DoD, Government agencies, and Fortune 500 entities on complex strategy, IT, design, engineering, and cybersecurity needs.
- This GHC is part of a broader DoD reform plan to improve the relocation process for military members, their families and DoD civilians.
- Team ARC is responsible for providing all personnel, equipment, facilities, tools, materials, supervision, and other items and services necessary to provide global household goods relocation services.
- A phased implementation process is scheduled for the domestic market with 25% moving under this new contractor in February 2021, 50% in March 2021, 75% in April 2021, and 100% of the domestic market moving under this new contract in May 2021 assuming no delays occur due to protests.
- A phased implementation process is scheduled for the international market to start after peak season 2021 and the entire transition is scheduled to be completed prior to peak season 2022.
- There is a 40% small business set aside requirement.
- Non-temporary storage is no longer part of the GHC. Non-temporary storage will be handled by local transportation offices.

#### **Tender of Service Changes Effective 15 May 2020**

- **Scheduling Notice**
  - TSP must provide customer 24-hour notice for delivery.
  - Cannot deliver a customer’s property into SIT without customer approval unless 2 documented unsuccessful attempts to contact the customer are made 4 hours apart.
- **Claims**
  - Customer’s ability to file a notice of loss/damage has increased from 75 days to 180 days.
  - TSP is required to provide claim filing deadline reminders to customers at day 60 and day 150
  - Minimum coverage has increased from \$5,000 to \$7,500 per shipment.
  - Claims valued at \$1,000 or less must be settled within 30 days.
- **Inconvenience Claims**

- Reimbursement for expenses incurred (meals and incidentals only) to DoD customers due to missed pickups or late deliveries is now based on per diem. Additional compensation can be claimed with receipts.
- Delivery out of SIT must occur within 5 government business days of customer's requested delivery date between 16 August and 14 June. Delivery out of SIT must occur within 10 government business days of customer's request between 15 June and 15 August.
  
- **Background Checks**
  - A background check must be conducted on all personnel whose role involves interacting with a DoD customer at the moving companies expense.
  - All personnel interacting with DoD customers on and off base must meet the specific requirements for local installation access.
  - Employment records must be made available to the DoD upon request.
  
- **Reweighs**
  - Failure to perform reweighs will result in a \$400 fine and possible punitive action.
  - \$125 will be paid for an automatic reweight.
  - Automatic reweighs will be required on all shipments that meet the following criteria:
    - >Domestic shipments weighing 12,500 lbs or more
    - >International shipments weighing 7,000 lbs or more OCONUS to CONUS
    - >International unaccompanied baggage weighing 500 lbs or more
    - > Meet or exceed the weight in the tables in the 400NG and IT, based on grade and department status displayed on the BL
  
- **Code 2 Shipments**
  - Initiative to move shipments code 2 if there is no delivery address at the time of booking and moving over 800 miles.
  - Weight limit has increased from 7,500 lbs to 10,000 lbs.
  - DoD has requested more code 2 moves and goal has increased from 12% to 15%.

Thomas Kiser  
Patterson Storage Warehouse

# NEW MEMBER DEVELOPMENT/CORPORATE SPONSORSHIP

Tony Harris & Todd Campbell

Co-Chairmen

## BOARD OF DIRECTORS REPORT

May 28, 2020

	2020	2019
Associates	25	30
Branch	18	16
Regular	187	171
TOTAL	231	217

### New Mover Members since last Board meeting

Luggers of Wilmington

Wayforth Transportation

Fox Moving & Storage

Totes-on-Demand

Distinctive Moving & Storage

## SCHOLARSHIP COMMITTEE

Chris Barringer & Paula West, Co-Chair

May 27, 2020

Applications went out to the membership. The submission period was extended until May 15 to get schools time to work out how to send transcripts.

We had one person apply for the two-year scholarship and five people apply for the four-year scholarship.

The applications are in the hand of the committee. Applicants will be notified of the decision on Friday.

The account has \$8,600 on hand. Our obligations for this year are \$5,000.

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

**May 27, 2020**

## **Committee Members**

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

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

Due to the COVID-19 virus, the April 17, 2020 claims seminar that was to be held at Wells Insurance in Wilmington, NC was cancelled. At the time of cancellation, there were 9 attendees signed up for the seminar. The committee will be contacting Tony at Wells Insurance to see if the seminar can be rescheduled for later this year or even early next year. If the details can be worked, we would need to determine whether the seminar could be held in person. If social distancing rules are still in place, we should consider having the seminar through a virtual platform such as zoom. The committee will work to have more information regarding this seminar at our next Board Meeting.

**Respectfully submitted,**

**Jeffrey Day**

## EXECUTIVE DIRECTOR'S REPORT

May 27, 2020

Pam Stanley

Our last MRT training seminar was held on February 25 in Concord. All training was suspended by the Commission for the time being. Krishna and I are working on holding a Zoom MRT Training Seminar for those companies who are required to have one (new companies have to attend a seminar in the first 90 days). This first virtual MRT will be limited to 10 attendees so we can see how it goes. We've got members ready to attend as soon as we can have them again.

The Public Staff and the Commission Staff have both been working on home. Nick and Krishna have been coming in about once a week to handle those items they can't do from home. They will be working in the office once a week now until Phase 2 is completed later on in June. The remainder of the Public Staff's Transportation employees are still working at home. They do have their phone transferred, so they are still answering phone.

I did one more individual seminar since our last meeting. I have interest in me traveling to do other ones, but I am not comfortable traveling to do classes at this time. I did do a claims/valuation seminar on Zoom for a member and it went well. I will offer that option to members in my next update.

AMSA canceled their convention in March. They are polling board and committee members about their Fall Board meetings (September 8-10). They have already been told by Congress that they will not be able to do the Hill trips this year. We will be having a conference call Board meeting for AMSA on Thursday. We will be discussing the proposed merger with the American Trucking Association. I would like the Board's guidance for their opinion on this matter.

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