

NORTH CAROLINA MOVERS ASSOCIATION  
BOARD OF DIRECTORS MEETING  
OCTOBER 13, 2022  
Embassy Suites  
Concord, NC

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

Mike Mather

Roll Call

Pam Stanley

Minutes

September 14

Pam Stanley

Treasurer's Report

2022 Treasurer's Report

David Rushing

Committee Reports

By-Laws

Convention

Legal/Legislative/Insurance

Mentor Committee

Military Affairs

New Members Development/  
Corporate Sponsorship

Nominating

Public Affairs/Tariff Oversight

Scholarship

Seminar Training

Executive Director

David Rushing

Pam Stanley

Dean Barrett/  
Lucky Anneheim

Cliff Crabtree

Thomas Kiser, Jr.

Chris Barringer/  
Nick Fincher

Dru Burgin

Travis Few/Cliff Crabtree

Kristie Allen/Tyler Space

Michael Zlotnik

Pam Stanley

New Business

Budget

David Rushing

Old Business

Executive Session

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

COMPANY	AMOUNT	ATTENDIN	BANQUET	KIDS	BUS		ROOM
Acme Movers	200.00	2					
All American Chl	200.00	2			1	Frank Friday a.m. only	
All American Ral	410.00	4					
Carey Moving	100.00	1					
City Transfer	200.00	2					
Coastal Carrier	150.00		3				
Coastal Carrier	100.00		2			100	
Coleman - Faye	200.00	2					
Coleman - Jack	200.00	2					
<i>Crabtree Family</i>		3				300	
Easy Movers	190.00		1		2	No Thursday	
Gentle Giant	400.00	4					
Just Move It	210.00				3	No Thursday	
Lawrence - GB	70.00				1	No Thursday	
<i>Make A Move</i>		7				700	
Mather Brothers		2					
Miracle Movers Ral	600.00	6					
Miracle Movers Triad	200.00	2					
Move Pack Clean	200.00	2					
Movin' On Movers	200.00	2					
Murray Transfer	100.00	1					
Nilson Van	70.00				1	No Thursday	
Patterson	100.00	1					
Sandhills	200.00	2					
Sells Service	100.00	1					
Stewart	60.00	1				60	
Stewart	200.00	2					
Two Twins	200.00	2					
		53	6		8		
Pam Stanley		1					y
Ryan Boxley	Spkr	1				Saturday morning	
Krishna Rajeev	Spkr	1					
Amanda Leibach	Photo	1					y
Francisco Acuna	Spkr	1				Friday morning	y
TOTAL MEMBERS	4,860.00	58	4	8		70	
<i>Italics mean they're a first timer</i>							

SPONSOR REGISTRATIONS			BOOTH	ELEC	SPONSOR		
Aegis	400.00	1			Financial Sponsor	y	
Chariot Software	800.00	1		1			
CMS	1,800.00	1		1	Cornhole, Stage Box		
Daycos	830.00	1		1		y	
Hub International	800.00	1		0	Thursday Night	NO	
Kentucky Trailer	1,600.00	2		1	Saturday Breakfast	NO	
N & N Moving	1,600.00	2		1	Y	Friday Breakfast	y
National Van Lines	800.00	1			Thursday Night		
Relo Solutions		1	1030	1	Y	Stage Box	Y
Remedy	1,600.00	1		1	y	Friday Cocktail	y
Smart Moving	1,630.00	1		1		Golf Beverage Cart	NO
Suddath Govmt	500.00	2			Financial Sponsor		
Supermove	800.00	1		1			
The Selzer Company	900.00	1		1			
United Brokerage	2,000.00	6		1	Hospitality, Stage Box	NO	
Victory Packaging		4	4880	1	y	Golf, Friday Night	y
Wells Insurance	1,600.00	1		1		Thursday Open Bar	y
Wheaton	900.00	1		1		Friday Drink Tickets	y
TOTAL BOOTHS				8			
SUBTOTAL SPONSORS	18,560.00	29	5,910.00			<b><u>\$5910 not received yet</u></b>	
Golf 2022	2800.00						
GRAND TOTAL	26,220.00	87					
Balance 1/1/22	4,387.81						
	30,607.81						
Expenses	2662.85						
	27,944.96						

## **North Carolina Movers Association**

### **4th Quarter 2022 Military Committee Update – Annual Conference**

**\*\*updated Nov 8 2022 based on GHC protest ruling\*\***

**Second round of draft 2023 business rules published 4 Oct. based on DP3 enterprise feedback. USTRANSCOM is asking for feedback by 17 Oct. Final rules 2023 business rules are expected to be published 14 Nov. Effective date of changes will be 15 May 23.**

### **Significant proposed changes**

#### **Revised Best Value Score**

- Currently, the best value score is comprised of Rate Score (30% which is the rate filed) and Performance Score (70% which is CSS scores).
- Under the proposed update, the Performance Score will be based on data collected from the previous 9 months, instead of 12, because USTRANSCOM feels 9 months will be a more accurate measure of service at the curb.
- The new BVS will be measured differently and will include additional variables.
- Rate Score (Filed rate) – 30%
- CSS (Customer Satisfaction Score) – 20%
- On-time delivery (delivered on or before the RDD) - 15%
- On-time pickup (picked up within the 7-day spread) – 15%
- Claims Score – 20%
  
- The Claims Score is computed separately for Domestic, International and Unaccompanied baggage markets. All measured factors in the Claims Score will be equally weighted. The Claims Score is based on 100 points and each measured variable is worth 20 points. The variables includes average claim amount, percentage of shipments with no claims, on time settlement, claims referred to the MCO and customer satisfaction of the TSP's handling of claims.

- There is a different way to calculate points for each variable.

### **Tender of Service**

- The TSP must provide a monthly report (twice a month between 15 June through 31 Oct) to USTRANSCOM detailing all filed Inconvenience Claims.
- Health protection protocol forms are still required to be furnished to all members.
- The customer must be notified of the shipment's in-transit visibility upon the arrival or departure of the property from any in-transit facility, storage facility, port or change in estimated arrival. The notification will include the status, location and updated ETA. The notification will be updated in DPS remarks and must occur within 3 GBD's of pickup or 1 GBD of change in ETA.
- We are responsible to properly package, label and certify lithium batteries that are less than 100 watt-hours in accordance with 49 CFR 173.185(c). Lithium batteries that individually exceed 100 watt-hours are not allowed in personal property shipments.
- Watts are determined by multiplying Amps x Volts. Hover board batteries and electronic bicycles will become a problem and some battery powered equipment could be a problem depending on the battery size.
- Electronic inventories are mandatory effective 15 May 23. We must provide an electronic copy of the inventory prior to the driver leaving the residence of the member. If there is a communication failure and the inventory cannot be sent electronically prior to departure, the failure must be annotated in DPS within 1 GBD and the customer must receive a signed electronic copy NLT the next business day.
- If the electronic inventory equipment is not functional, the TSP must be able to complete a handwritten inventory prior to leaving the residence. The failed use of an electronic inventory may be grounds for punitive action.

## **400NG**

- Extra labor may be authorized for the handling of gun safes over 300 lbs

## **International Tender**

- No significant changes

## **Claims and Liability Business Rules**

- Will be provided at a later date for review and comments.

## **NTS-Contact RFI**

- The NTS-C RFI was posted on 17 Aug requesting information regarding a national or regional domestic NTS contract. Highlighted draft requirements are:
- Climate controlled facilities that maintain an interior ambient temperature between 35 and 75 degrees and a relative humidity between 30% and 55% at all times.
- All facilities must maintain an operational Class 1 fully automatic supervised sprinkler system.
- All facilities located above the 100-year floodplain.
- All existing NTS shipments shall be inventoried, packed, picked up, drayed, and stored by the NTS-C from current facilities beginning 1 Oct 2026 and finished by 30 April 2028.
- NTS-C shall provide and maintain a secure, web-based IT system to manage all HHG and UB shipments and provide storage visibility. This must interface with the Government to feed all NTS data.
- The GHC will be responsible for packing, pickup and drayage of NTS to the NTS-C and also drayage and delivery of NTS from the NTS-C.

## **NTS Industry Day**

- NTS industry day was held in O'Fallon, IL on 6 Sept 22 to hear USTRANSCOM's plan is for implementing a NTS contract and receive industry feedback.
- Brig. Gen. Joel Sefranek was there along with Scott Matthews, Shari Wilson, Jody Crockett, Charles Giddens and the entire NTS-C contracting team.
- Brig. Gen Sefranek opened up the meeting with comments about USTRANSCOM's goal and vision of a new NTS program. He said that the GHC and NTS-C must tie together and he wants to restructure a new NTS contract to be awarded in January 2024. He wants the focus of this contract to be what is good for the customer with an emphasis

on climate-controlled storage and better warehouse facilities. He discussed the NTS blitz inspection that occurred from Jan – April 2021 where over 1200 NTS facilities were inspected and about 10% (120 facilities) had severe problems and were put in non-use immediately while 22% (264 facilities) had minor problems.

- Timeline for NTS-C
  - 15 April 23 – RFP (request for proposal) issued
  - 15 May 23 – RFP submissions due
  - 15 May 23 – 31 Dec 23 – Selection process
  - 2 Jan 24 – Contract award
  - 9 month transition period
- Unknown whether this will be a national or regional contract. Getting input from small and large businesses and looking at the footprint of providers. Expressed concern over any single company being able to service the entire contract.
- Planning to have a pre-proposal conference before April 2023
- All future DPM contracts will cease when GHC starts. Current DPM contracts in place will continue but will not be renewed.
- The length of the contract is unknown at this time but USTRANSCOM is looking at a long-term contract. Industry expressed their concerns over any short term contract with the large investments required to climate control their facilities, expand or build new facilities.
- Average NTS tonnage by installation is 4.2 mm pounds with an average NTS storage length of 1.7 year.
- The NTS-C program will be containerized NTS to reduce claims, improve customer satisfaction and gain capacity for hauling through different entities.
- **Open Discussion:**
  - Liability – Industry does not think they should be liable for items inside vaults if they come in sealed. USTRANSCOM said it is the contract’s decision whether to open the vaults and do a rider but if they choose not to, they would be liable for the items. Industry made several points of concern.
    1. What is the point of sealing vaults at residence if they can be opened at the warehouse?
    2. Service members are being misinformed if the vaults can be opened after they are sealed.
    3. All NTS facilities will have to open the vaults if they have the option to do a rider to cover themselves. This will cause unnecessary damage to the belongings and additional cost to the program for labor.
  - Discussed how mold would be handled if discovered upon delivery to residence. Industry questioned how the NTS-C could be held responsible for mold if their facility

was climate controlled and not out of temp and humidity standards for any excessive duration while the lot was in storage.

- Discussed how to handle converted NTS lots. If the NTS-C has committed to a specific amount of storage space, they can't have converted lots sitting in their warehouse taking up space.
- Questioned how we can do a proper firearm COC when vaults are sealed at residence. Industry suggested that the only time a vault should be opened is if it contains firearms to complete the COC. If this isn't allowed, the NTS-C cannot be responsible for any firearms. The only other time a vault should be opened is if the box is wet or the vault is in such bad shape that the goods need to be packed in another vault.
- USTRANSCOM was questioned on whether or not an NTS-C warehouse would be paid for the entire amount of space they have committed to until the space fills up. Industry said if they won't be paid for the space that USTRANSCOM is essentially renting, we would be forced to do a tiered rate and frontload the rate to cover all of the open space and the rate would be lowered as the warehouse fills up.
- Industry questioned why it was necessary to move all existing NTS lots to the NTS-C facilities. The draft NTS-C rules indicate that the NTS-C would be responsible for picking up all existing NTS. Industry stated that their job is only to storage NTS. They would not have the equipment or labor to go pick up all existing NTS.

## **GHC**

- The GHC protest in the Court of Federal Claims was denied on Oct 27<sup>th</sup>. The ruling was made in favor of HomeSafe Alliance.
- Post-award meetings are taking place in early November with all bidders.
- GHC is expected to begin in October 2023 with a phased in approach. Roughly 25% of the domestic tonnage will be booked through the GHC winner in October and roughly 25% more every quarter for a year. USTRANSCOM is prepared to implement the program quicker after the initial start if HomeSafe Alliance is prepared.
- International tonnage will begin under GHC around October 2024 with a similar phased in approach.

# NOMINATING COMMITTEE REPORT

OCTOBER 13 & 14

Dru Burgin Chairman

**Secretary/Treasurer** – Kristie Allen – Two Men and A Truck, Fayetteville

## **2023 Directors:**

Momo Martinez – Acme Movers, Morehead City

## **2025 Directors:**

Maegan Allison – Miracle Movers, Greensboro

Dean Barrett – City Transfer & Storage, High Point

Thomas Kiser, Jr. – Patterson Storage Warehouse, Fayetteville

Les Wilson – Two Men and A Truck, Durham

# NEW MEMBER DEVELOPMENT/CORPORATE SPONSORSHIP

Chris Barringer & Nick Fincher

Co-Chairmen

## BOARD OF DIRECTORS REPORT

October 14, 2022

	2022	2021
Associates	30	27
Branch	19	17
Regular	181	198
TOTAL	230	242

New Members since last meeting:  
College Hunks, Greenville

EXECUTIVE DIRECTOR'S REPORT  
September 14, 2022

MRT Training Seminars are continuing to be on Zoom for the time being. The next one is tomorrow and it will be on Zoom. We may try to hold an in-person before the end of the year. The last in-person only had 5 people show up. Attendance is still good on Zoom.

I spent a lot of time helping members get their Annual Reports filed. Hopefully, the Commission will get the kinks worked out and send some better instructions next year. This problem was not specific to the moving industry, but it was a problem for all the utilities.

I will be attending the Moving and Storage Conference of the ATA Board Meeting next week. It will be interesting to see who shows up. I will give you a report when I get back. I'll be out of the office Monday until Thursday noon.

I got moved. I'm pretty close to getting everything set up.

	FULL YEAR	FULL YEAR	FULL YEAR	FULL YEAR	FULL YEAR	FULL YEAR	1/1/22 -	BUDGET	PROPOSED
CATEGORY DESCRIPTION	2016	2017	2018	2019	2020	2021	9/30/2022	2022	2023
<b>INCOME/EXPENSE</b>									
<b>INCOME:</b>									
ADVERTISEMENT THV	1,130.00	1,640.00	680.00	0.00	0.00	0.00			
ASSOCIATE DUES	4,950.00	6,937.50	5,641.67	6,300.00	5,162.50	4,900.00	1,400.00	5,200.00	5,000.00
BANNER AD	200.00				0.00	0.00			
BRANCH DUES	1,050.00	600.00	900.00	1,200.00	1,125.00	1,068.75	1,312.50	1,125.00	1,200.00
CREDIT CARD FEES			2,121.57	2,420.36	2,625.96	2,475.75	1,777.76	3,000.00	3,000.00
FORMS	49,211.62	47,614.07	49,916.46	43,317.84	47,929.37	47,938.40	31,357.78	41,435.00	42,000.00
INTEREST INCOME	112.05	72.87	195.25	1,173.53	230.32	12.12	10.51	25.00	15.00
MEMBERSHIP DUES	50,737.50	51,869.00	55,531.50	56,748.75	60,126.00	54,200.75	57,462.75	55,000.00	57,000.00
MISCELLANEOUS			1,000.00	1,000.00	0.00				
SALES TAX	3,430.94	3,352.87	3,462.14	2,954.51	3,323.02	3,267.12	2,143.21	3,000.00	3,000.00
SCHOLARSHIP	1,580.00	9,475.00	300.00	7,335.00	0.00	1,948.00		2,000.00	2,000.00
SEMINARS	0.00		1,380.00	0.00	0.00				
SHIPPING	7,144.37	6,671.31	7,429.27	5,940.79	6,429.82	6,687.81	4,858.15	6,000.00	6,000.00
SOFTWARE	1,780.00	830.00	0.00	1,335.00	2,060.00	1,260.00	1,260.00	1,400.00	1,200.00
<b>TOTAL INCOME</b>	<b>121,326.48</b>	<b>129,062.62</b>	<b>128,557.86</b>	<b>129,725.78</b>	<b>129,011.99</b>	<b>123,758.70</b>	<b>101,582.66</b>	<b>118,185.00</b>	<b>120,415.00</b>

EXPENSES:									
ACCOUNTING-PROF FEES.	585.00	585.00	595.00	605.00	625.00	650.00	700.00	650.00	725.00
ADVERTISING - PSA VIDEO					5,681.25				
BANK SERVICE FEES	2,775.16	3,516.48	3,068.35	3,172.57	3,227.76	3,304.24	2,364.19	3,000.00	3,000.00
BOARD MEETING EXPENSE	1,179.64	1,058.45	1,164.29	2,671.64	529.50			2,000.00	2,000.00
BONDS									
CAPITAL EXPENDITURES	693.84	0.00	0.00	2,045.62	0.00		640.49		
DONATIONS	0.00	0.00							
DUES (MEMBERSHIP & AMSA)	325.00	325.00	325.00	325.00	0.00	0.00			
EXECUTIVE DIR PROF FEE	36,601.68	37,333.68	38,084.64	38,847.96	40,000.00	41,000.16	31,826.33	42,435.00	43,920.00
FORMS	37,028.50	32,349.54	36,244.38	30,860.49	34,048.86	35,151.81	23,032.28	31,000.00	31,370.00
INSURANCE/BOD & Equipment	1,541.00	1,541.00	1,436.00	1,436.00	1,436.00	1,645.00	1,645.00	1,700.00	1,700.00
IT	13,065.67	2,091.58	2,010.39	2,839.84	2,449.76	3,311.51	1,777.17	2,500.00	4,000.00
LEGAL		0.00							
MEETINGS (AMSA & NCMA)	525.00	310.72	750.00	624.00	0.00	0.00		750.00	100.00
MISCELLANEOUS		201.24	0.00	2,604.00	0.00	1,106.75	228.78		400.00
POSTAGE	512.31	570.30	830.25	604.84	654.70	803.61	621.80	800.00	800.00
PRINTING	455.93	731.35	0.00		352.85	228.12		500.00	1,000.00
RENT	1,800.00	1,800.00	1,800.00	1,800.00	1,800.00	1,800.00	1,350.00	1,800.00	1,800.00
SALES TAX PAID	3,395.93	3,226.32	3,589.69	3,081.64	3,448.33	3,462.57	2,194.85	3,000.00	3,000.00
SCHOLARSHIPS	4,500.00	5,000.00	5,000.00	4,500.00	5,569.42	4,000.00	3,000.00	4,500.00	4,000.00
SEMINAR	0.00		0.00						
SHIRTS/HATS	0.00		0.00						
SHIPPING	6,589.32	5,101.32	6,535.61	5,945.00	6,366.72	6,554.80	4,776.22	6,000.00	6,000.00
SOFTWARE	1,775.00	255.00	1,410.00	1,105.00	1,910.00	1,495.00	1,095.00	1,400.00	1,200.00
SUPPLIES	880.68	1,250.19	1,709.77	2,592.63	689.56	1,748.89	716.94	2,000.00	1,800.00
TAXES	0.00	0.00	11.00	1,214.00	0.00	0.00		1,100.00	1,100.00
TELEPHONE EXPENSE	2,739.59	2,721.23	2,688.24	2,652.57	2,322.11	2,465.31	1,787.92	2,500.00	2,500.00
TRAVEL EXPENSES	10,796.01	8,235.46	8,383.36	12,129.43	2,565.80	1,745.31	6,494.18	10,550.00	10,000.00
<b>TOTAL EXPENSES</b>	<b>127,765.26</b>	<b>108,203.86</b>	<b>115,635.97</b>	<b>121,657.23</b>	<b>113,677.62</b>	<b>110,473.08</b>	<b>84,251.15</b>	<b>118,185.00</b>	<b>120,415.00</b>
TOTAL INCOME/EXPENSE	(\$6,438.78)	\$20,858.76	\$12,921.89	\$8,068.55	\$15,334.37	\$13,285.62	\$17,331.51	\$0.00	