

Tar Heel Van



2ND QUARTER 2025

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The NCMA Convention Committee is hard at work on this year's convention.

We've got a wonderful location—the Lumina on Wrightsville Beach (formerly known as the Holiday Inn Sunspree). The Lumina has done a complete overhaul and looks great.

We've got a lot going on this year—Proposed Agenda is on Page 6 and we're working on a few more things to add to it.

Fun activities include the Cornhole Tournament on Thursday night and the Costume/Karaoke Contest on Friday night.

We're starting everything on Thursday afternoon with new sessions.

Registration is \$150; first-time attendees are only \$50. Packets are available on our website—scroll down to the bottom of the Home Page.

(Continued on page 9)

NCMA Board of Directors

NCMA Board of Directors

President—David Rushing, All American Relocation, Charlotte

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TAR HEEL VAN

I hope this letter finds you well as we are all in the middle of the throws of the summer season! July is here after a fantastic spring, once again, longer than in most years. But now, the summer heat is in full force! Peak season is upon us and I wish you all a season filled with success and growth.

Throughout this busy period, the NCMA is here to support you. We understand how challenging it is to balance your business demands with maintaining a semblance of work-life balance. While we won't be knocking on your door too often over the next few months, please don't hesitate to reach out to Pam, myself, or any board member if you need anything.

We recently held an MRT Training class on April 16 in Asheville, and it was a great success. Our next class is scheduled for August 13 at the EOC Building in Greenville. You can [Click Here to Register](#). These classes are crucial for continuing education in our industry for folks that are new to the industry and some of us more experienced folks that need a refresher on the MRT.

We are looking forward to our annual convention coming up in October. You should have seen the registration forms in your email recently. We will have our Cornhole and Golf tournaments as usual, along with interesting topics and speakers. This year's schedule is slightly different as we will begin the programming on Thursday afternoon, before the welcome reception and Cornhole Tournament. We will be having a costume party and contest on Friday night during the banquet, with a DJ and Karaoke contest as well! Most importantly, we will celebrate our Scholarship winners and come together as an association to share our successes and discuss ways to improve our businesses. Mark your calendars for October 30-November 1 in Wrightsville Beach!

Once again, I wish you and your teams all the best for this summer season. Make the most of all your opportunities, communicate effectively with your customers and teammates, and above all, stay safe. God bless.

Sincerely,



David Rushing

NCMA President

Vice-President & General
Manager

All American Relocation

Charlotte, NC

drushing@aarelocation.com

704-927-0310



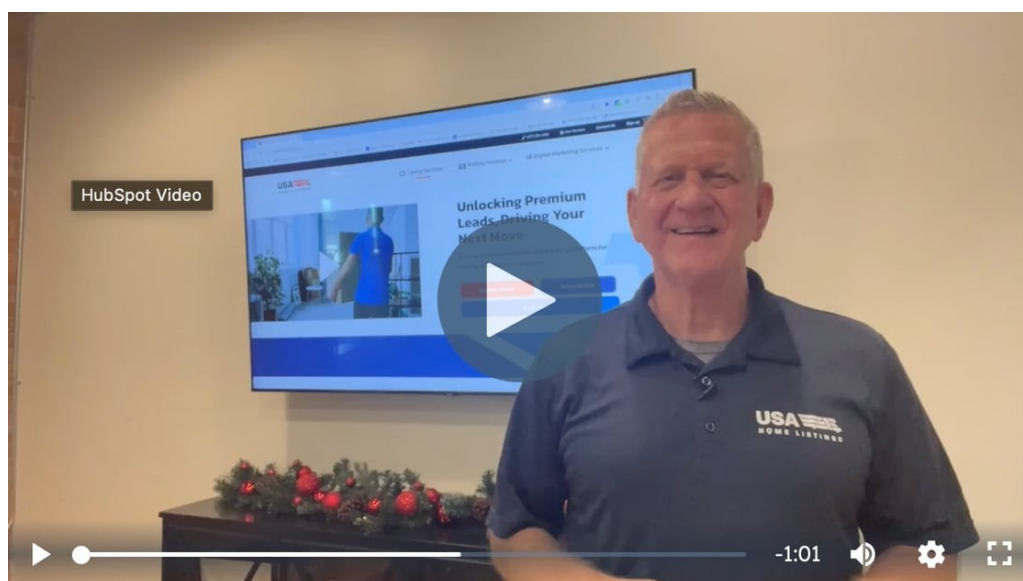
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NCMA Proposed Convention Agenda

THURSDAY, OCTOBER 30

Board Meeting

Break Out session#1 Jason Brown – Safety Presentation

Break Out Session# 2 Van Lines vs Independents

Welcoming Reception

Cornhole Tournament

FRIDAY, OCTOBER 31

Breakfast

Start of Convention

Sponsor Introductions

General Business–

Committee Reports, Budget, Election Officers/Board

Break

Steve Gilliland

Golf Tournament

Warehouse Tour at Coastal Carriers, with Highway Patrol Truck

Inspection

Cocktail Reception

Banquet

Karaoke with Costume Contest

SATURDAY, NOVEMBER 1

Breakfast

Call to Order

Awards Ceremony

Installation of Officers and Board

Panel—What I Wish I Knew



Congratulations to Dru Burgin and Don Storey on their recent marriage!

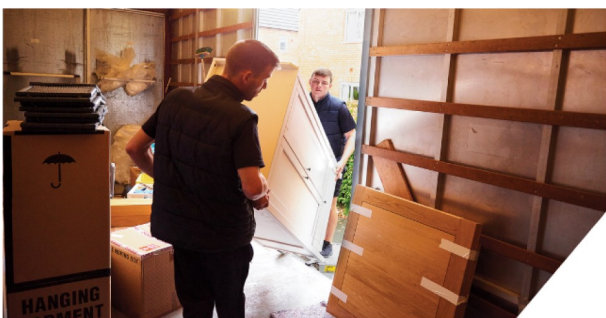


John Potts of All American Relocation in Raleigh passed away on May 8. John was a very loyal member of the NC Movers Association—he held every office, won every award, was on the Board and even after going off the Board served the association as the ticket man and raffle man. He was a good friend and an even better man. I can't list all his accomplishments but it would take up the whole issue. He is greatly missed by all who knew him. Our deepest condolences go out to Paula, Jason, Rachel and their sons and Lindsay, Joey and their sons.



The ATA/MSA Annual Call on Washington is being held September 9-11 this year. Here's your chance to directly interact with Congress and let them know about the issues that the moving and storage industry are concerned about.

Need more details? <https://mscWASHINGTON.trucking.org/>



5 Ways Moving and Storage Companies Can Secure Better Insurance Rates

1. Improve Safety and Loss Control Practices

- **Implement strong driver training programs** – Regularly train drivers on defensive driving, safe backing, usings potters where appropriate, proper lifting techniques, and DOT compliance. Document your trainings and capture employee signatures at safety meetings.
- **Use technology** – Install front-facing and driver-facing dash cams, GPS tracking, and telematics to monitor driving behavior and reduce liability exposure.
- **Monitor your CSA Scores** – More and more carriers are scrutinizing road stop violations as precursor for future claims. Keep an eye on how your drivers perform on the road.

2. Build a Strong Safety Culture and Claims Management Process

- **Create a safety-first culture** – Empower employees to report hazards and follow SOPs through incentives & regular toolbox talks.
- **Designate a claims coordinator** – Fast, accurate claims reporting and communication with adjusters reduces costs and shows the insurer you're actively managing incidents.
- **Conduct post-claim reviews** – Analyze accidents or injuries to identify root causes and implement preventive measures.

3. Maintain Accurate and Transparent Operational Data

- **Clarify operations** – Clearly distinguish between household goods moving, commercial freight, storage, and packing services, as each has different risk levels.
- **Keep updated driver lists and equipment schedules** – Clean MVRs and newer, well-maintained trucks will help reduce your auto liability and physical damage costs.

4. Invest in Fleet Maintenance and Safety Technology

- **Regular preventative maintenance** – Reduce the risk of breakdowns and accidents by keeping vehicles in top condition.
- **Use safety technology** – Features like lane assist, blind spot monitoring, and automatic braking help reduce accident frequency and severity.

5. Work with a Broker Who has Practical Knowledge of the Moving & Storage Industry

- **Use a broker who understands the industry** – They'll know which markets are most competitive and how to present your business favorably.
- **Bundle policies strategically** – Combine General Liability, Auto, Workers' Comp, and Cargo coverage when possible to get multi-policy discounts.



Contributed by:

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Truckers Against Trafficking has this brochure to help movers identify trafficking

https://tatnonprofit.org/wp-content/uploads/tip_sheet_for_movers.pdf

As movers, we are in homes and can see some of the red flags that would indicate that trafficking is taking place. There are ways we can help.

Human trafficking is a crime by which people profit from the control and exploitation of others for the purposes of commercial sex acts, labor or services. Human trafficking is happening in all parts of North Carolina.

If you or someone you know is in immediate danger, call 911.

If you would like to report information about a trafficking situation, contact the National Human Trafficking Hotline:

- **Call** 1-888-373-7888
- **Text** 233733

[Chat online with a Hotline representative](#)

Anti-trafficking advocates are available 24/7 to receive tips about potential trafficking situations and connect survivors of trafficking to services and support. All reports are confidential and callers can choose to remain anonymous.



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PCS Task Force - Industry Input?

TRANSCOM's 2025 Peak Season Outlook data from last week showed that **under the DP3 program, 97% of military shipments were picked up on time, and 90% were delivered on time** – far exceeding the GHC's year 1 goal of 95% on-time pickups and 85% on-time deliveries.

This is a clear indicator that moving professionals in the field know what works, and that their professional insights are mission-critical for shaping a successful program.

On **August 12, 2025**, the PCS Task Force will hold an Industry Day, giving movers a long-overdue chance to share on-the-ground insights into what a sustainable and successful future could look like.

Secretary Hegseth created this task force in the wake of the failed GHC contract, and this meeting is an opportunity to help shape what comes next. Industry input is essential to getting it right this time, because no one understands the logistics, challenges, and day-to-day realities better than the people who actually move the mission.

This event is being billed as an opportunity for open engagement, and while we've seen what happens when industry gets boxed out, we're hopeful the task force will seriously consider what professionals have to say. The path to a better program for military families begins with real dialogue, and we're glad to see what could be a door opening.

A few important notes mentioned in the Task Force's memo:

- Pre-registration is required, and the meeting is **limited to 220 participants, capped at 2 registrants per company.**
- All registrants must email the Primary POC (christopher.t.frost4.civ@mail.mil) and Alternate POC (transcom.scott.tcaq.mbx.pp-ghc-contract-admin@mail.mil) with the following information:
 - Company name, attendee names, and titles
 - Contact information for each attendee

If you've got insights to share, we encourage you to claim your seat — and use it. Because when the boots on the ground are in the room, everyone moves forward.



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- Rubber Bands
- Neoprene Floor Protection
- Carpet Protection
- 4-Wheel Dollies
- Hand Trucks
- Single Face Corrugated
- And many more...



Be Humble Before You Are Humbled

By Steve Gilliland



My front-row, Bible-quoting, King James Version Baptist mother had a way with words and wisdom. She forever quoted Proverbs 16:18 to me: "*Pride goeth before destruction, and a haughty spirit before a fall.*"

Her message was clear. When I became overly proud or arrogant, especially during sports or moments of personal success, she warned that unchecked confidence often leads to unexpected consequences. Life made sure I learned that lesson firsthand more than once. I have experienced my fair share of setbacks that arrived just as I thought I had everything figured out.

Those simple and powerful words have stayed with me throughout my life and career. In leadership, they've proven to be more than just advice; they've been a guiding principle.

In leadership, humility is not weakness. It is strength under control and confidence without arrogance. Most importantly, it's key in building trust, motivating people, and cultivating a culture where people feel seen, heard, and valued. Humble leaders create space for others to shine. They admit when they're wrong. They seek feedback and are open to learning, even from those they lead. This kind of leadership doesn't just inspire respect, it fosters loyalty and drives results.

Becoming humble doesn't mean downplaying your strengths or pretending you don't know what you're doing. It means you are authentic and willing to grow. Here are seven practical ways to demonstrate humility:

- 1. Acknowledge the contributions of others** – Give credit where it's due.
- 2. Own your mistakes** – Take responsibility and learn from them.
- 3. Welcome constructive criticism** – Listen with the intent to understand, not defend.
- 4. Recognize your limitations** – No one knows everything, but be willing to learn anything.
- 5. Help without needing recognition** – Support others simply because it's right.
- 6. Celebrate others' successes** – Let the spotlight shine on others.
- 7. Ask for help when needed** – It's not a sign of weakness. It's a mark of wisdom.

My mother's words still echo in my mind today. Pride may bring a moment of glory, but humility sustains a lifetime of respect. The choice is always ours. Practice humility or life will find a way to teach it. In other words, choose wisely and *Be Humble Before You Are Humbled*.

Steve Gilliland is our keynote speaker at this year's annual convention. You do not want to miss hearing him in person!



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2025 NCMA Calendar

August 13—MRT Training Seminar, Greenville

August 18-22—NCMA Office Closed

September 9-11—ATA/MSC Call on Washington

September 17—NCMA Board of Directors

September 25—MRT Training Seminar, Concord

October 30-November 1—NCMA Convention

Lumina on Wrightsville



The mission of the North Carolina Movers Association is to provide guidance to our members concerning rates, tariffs, rules and regulations as prescribed by the NC Utilities Commission. Most importantly we provide support for our members and sponsors so they can supply quality service to the moving and consuming public.