

NCMA BOARD OF DIRECTORS  
MARRIOTT  
WINSTON-SALEM, NC  
JANUARY 10, 2015

CALL TO ORDER: Meeting called to order at 9:03 a.m. by President Tripp Moore.

ROLL CALL:

Members present: Moore, Plummer, Cox, Hare, Brown, Campbell, Few, Lunsford, Rhodes, and Barrett.

Members absent: Burgin, Ray, Thornton, Eberhardt, Harris and Diaz.

Cox made a motion to excuse all absences; Plummer seconded. Motion carried.

MINUTES: Cox made a motion to accept the minutes for the October 23<sup>rd</sup> meeting; Rhodes seconded. Motion carried.

TREASURER'S REPORT:

2014 YEAR-END: Cox reported that at the last board meeting there was concern about the forms income being down. December was busting; that is no concern now.

Barrett asked about how the scholarship income was determined. Cox said we budget what we hope to raise at the convention.

Cox said she asked Pam why she didn't have her new computer. Pam said it was in the 2015 budget and she would start looking for one. Moore asked if anyone did any work for any companies that might be able to give us a better deal. No. Campbell asked if we had considered Apple or Mac. Pam said that wouldn't work with our webpage and other software.

Rhodes made a motion to accept the 2014 Year-End Treasurer's Report; Moore seconded. Motion carried.

JANUARY 2015 TREASURER'S REPORT: Rhodes made a motion to approve; Moore seconded. Motion carried.

2014 CONVENTION: Cox noted that the convention made a little money, which is nice. She stated that she was glad that we were able to make a donation to the USO. Rhodes said that Col. Falkenberry was thrilled. Also, Dan Garvey from United Brokerage stepped up huge and made a large box donation. Diaz also stepped up and helped them out with needs in Charlotte. Plummer said it is a good organization with good volunteers.

Plummer made a motion to accept the 2014 Convention Checkup; Hare seconded. Motion carried.

COMMITTEE REPORTS

BY-LAWS: No changes were requested; no report necessary.

CONVENTION: Plummer reported that the convention would be November 5-7 at the Crabtree Marriott in Raleigh. We've had it there before and it was a good venue. It's close to shopping and other activities. He's not sure where the golf tournament will be held. He said that he gotten help from Cox, Leslye Plummer and Monika Markley in the past. He would also like to ask for help from local movers. Pam suggested Matt Sharpstene; he asked how to get more involved with the association. He is also going to play the convention up to local vendors. Plummer said he would also be asking for help from the board.

Plummer said we would be having a preliminary planning meeting. Plummer and Leslye would do a site visit at the hotel with Pam.

Plummer asked for any creative input from the board. If there are speakers you think would be a good mix for us or anything else you'd like to see at the convention, just let Pam or Plummer know and we'll do our best to include it. He has a new employee that might be able to get us a military speaker.

Cox said we should be able to get someone from the Commission. Pam said she planned on inviting the commissioners and staff to attend.

Plummer asked when the next meeting with Commissioner Beatty is. April 9. He suggested that we have a convention committee meeting after the meeting.

Brown asked how much a booth was for a sponsor. \$750. Pam explained that our association chooses not to make large profits off our convention; we believe in putting the money into the convention. Brown said at the postal association they made money.

Plummer asked if you had to be a member to be at the convention. Pam said we traditionally let someone be a non-member for the first convention, since it's held in the fourth quarter of the year. After that, we ask them to join. Plummer said we need to be a better job of following up to make sure they join the association after the convention. Contact them to make sure they had a good time.

Moore said we are coming up with new flyers for recruiting sponsors for both membership and the convention.

Brown said they put all their associate logos on their letterhead.

Few said we need to think outside of the box for more ideas to have sponsors connect with the members.

Plummer said it would be good having a more formal looking flyer that we can shoot to potential companies to plant the seed and get it going. We are an affordable convention with a lot of access.

LEGAL/LEGISLATIVE/INSURANCE: written report by Lunsford.

Few said that the Magic/Miracle situation has taken a long time. He was not supposed to have anything to do with the ownership. Pam said the Public Staff was the one who filed this and they have been

working hard to keep him in compliance. They have made it clear that they will be keeping a close eye on him. If you see anything being done incorrectly, turn it in. It will make a difference.

Plummer said the state doesn't move fast and never has, but they are doing something. With Commissioner Beatty and Executive Director Ayres, it is going to get better. It is helping that they have assigned an attorney to us that will help matters. They will be more familiar with our industry. It is very good that they have fined them. In the past, we had a very hard time getting them to fine people.

Barrett said they take their time, but they are still doing something. Our meetings with Commissioner Beatty are helping make him aware of the problems with illegals.

Lunsford wants to send out letter to mini-storage companies explaining about the moving industry and the house bill about advertising. She would like to include a list of the legal carriers and take it to them. The mini-storage people aren't aware of the illegal movers. Moore said we should try to get Cynthia Smith onboard. Pam said she would talk to her about it on Wednesday. Moore said it should be one page. We should emphasize that we are protecting the public and raise awareness about the moving industry.

Plummer said that the mini-storage people realize that some companies are illegal, they would want to protect their customers.

Campbell said he co-hosted an event at a storage facility. The owner had two other movers on their website that were illegal. He pointed it out to them and they removed them. We also need to include a link to the Moving 101 pamphlet also.

Campbell and Lunsford have contacted the local news, trying to get coverage.

Pam said that at the last meeting with Commissioner Beatty we are supposed to be developing a joint press release. She will contact him next week to remind him of that.

Few said that Bellhops Moving is out there. They are using text message to connect college kids with potential movers. Moore said he has notified the Commission about them. He also did an article for Angie's List about them. They are growing fast. They tried to say at first that they were only providing labor, but they are now saying that they will drive trucks. It's cool technology, but they are crossing over into illegal.

Uber cargo is also starting up.

Lunsford said she has an illegal mover that has a thrift store and is a UHaul location. Makes things very hard.

MILITARY AFFAIRS: see written report submitted by Rhodes.

Rhodes reported that Mr. Budden is handling more things; not Col. Stanley. SDDC considered this past summer a disaster.

The government replaced their car contractor and the new contractor has lost cards.

Rhodes said it is hard getting help at SDDC. They have lost a lot of long-term institutional memory and several key employees. JJ went to Unigroup.

Rhodes said there is no more RISMO; warehouse inspections are now being handled by the SMO (Storage Management Office). They are not using regional inspectors any more. Cox said she just got inspected by someone from Chicago. She didn't get suspended but he threatened a lot of action. He questioned items that had been there forever. She also said he did not open up one vault; she had never had that happen before. Rhodes said of the inspectors from RISMO Atlanta is now working the west coast; they are putting people in new areas.

Rhodes said that paperwork needs to be updated when there is a change in staff. He had a problem with the storage of weapons. The weapon had been there for several years; the employee who signed the form was no longer with the company. The new employee didn't sign off on the form.

Rhodes said this a long-term effort by the new inspectors to be able to go back to SDDC and US Transportation Command to get more people.

Cox said he questioned the wording on her pest control invoice – the warehouses weren't identified the same way.

Rhodes said it looks the open season will be for intrastate moves only. There are lots of areas with only moving company that has filed intrastate rates.

Base access is still a critical issue. Every service has a different system. There is talk they may go back to the TWIC card.

The new module for DPS to make rate filings is supposed to be ready for the February 1 filing. Rhodes doesn't feel the software will be ready then.

They opened up the Help Desk to talk calls about the Customer Satisfaction Survey. The call center got flooded, so that didn't solve the problem with surveys. If you can't enough surveys in the systems to validate the carrier, how do you determine the best value. It is looking like rates are being to the tool.

Moore called for a ten minute break.  
Meeting back to order at 10:30 a.m.

**NEW MEMBERS DEVELOPMENT:** See written report submitted by Brown. He said there is one change that needs to be made in the brochure and it will be ready to print. one change in the brochure and getting it ready.

Pam will get together the list of all the non-members.

Brett said we also need to get together a list of the members who aren't active. We need to get them more involved with the association by interacting with them.

Barrett said we need to get more associate members. We need to make sure they know what kind of audience we are and the contact they can get at our convention.

Few said he paid the Realtor association to attend a meeting. He didn't his name anywhere. Pam said we include their name and contact information with a link on our website.

Few asked about how the board members got quotes for services. Cox said you need to make sure that your vendors know that you are a price checker and are getting quotes for insurance, packing material, etc. It helps to keep them competitive. Rhodes said he gets quotes every year; he has used three different insurance carriers in five years. Hare said not to wait until the last minute to get quotes; you need to get them at least two months out.

**PUBLIC AFFAIRS/TARIFF OVERSIGHT:** Campbell said this was his first official meeting. He would like suggestions as to what is expected of him. Fuel surcharge updates are now monthly. Pam said there are no major changes pending now. Public affairs will tie in with the press release with Utilities Commission.

**SCHOLARSHIP:** Few said he has created the topics for the essay for the scholarship. He made them more relevant for today's kids. The applications will be going out. Moore said Monika will make a flyer to send out to the movers.

Few said he talked with Cape Fear Community College to put our scholarship on their website as a third party scholarship. It would give us more exposure. Plummer said we need to do that with more community colleges.

Pam asked if we could eliminate the letters of recommendation. Yes. They are unnecessary. Few asked about putting parent's contribution on there. If you cannot be claimed as a dependent, you do not need to put your parent's contribution on there. Pam will change the application and procedures.

**SEMINAR TRAINING:** see written report submitted by Hare.

Hare said we are planning on having a seminar in Statesville for drivers training and one in the eastern part of the state for valuation/claims. We need to educate our members on the new valuation rules and also help them with claims. He has an employee who can help with the claims. He would like to have this on a weekday and the drivers on a Saturday.

We are planning on March, so they will be before peak season.

Moore recommended having the claims/valuation seminar first. We could get the highway patrol for the driver's seminar; maybe weigh station operators.

Hare said if anyone had any ideas or input to give him a call.

**EXECUTIVE DIRECTOR:** See written report submitted by Pam.

Website improvement was discussed by the board. Pam said the quote to update from our current provider was \$3,000. She would like for us to be able to be optimized for mobile/tablet. She refers people to our website who call about movers and she's had a couple who couldn't pull us up.

What would we pay if we ditched our current platform and start all over. Few has a contact who did his website and he will contact him. Few said we need to integrate the mobile with the regular site. It needs to be attached to Facebook and we need a blog. Pam said she would appreciate any help Few could give her to get more technology savvy.

Barrett said that with the new forms sales, we have cash on hand that we haven't had in a long time. This would be the time to do this. We need to be updating every five years and we haven't updated since 2006. Updating our website would benefit both our members and our associate members. An updated website could give them better exposure.

Hare said we need to make our website better for our members. It will be a good investment for us to upgrade.

Barrett said we need to make sure that we keep the licensing rights to our website; we didn't do that last time.

Few will report back to the board with options about pricing. It was said for him to remind the company that we are a non-profit organization.

#### OLD BUSINESS

FLAT SCREEN TV PACKING CHARGE: Pam said that Barrett had started procedures for getting an Item 1 and Item 2 rate to pack Flat Screen TVs. She is asking for invoices from the board members, along with the time it takes to pack and unpack a TV. She feels the Association needs to pay the attorney fees involved. Barrett said this is of benefit to our membership and shouldn't be a large expense. It is agreed to pay for the filing.

SEPTEMBER 19<sup>TH</sup> BOARD MEETING: Pam said that her niece is getting married on September 19, so she will be unable to attend the September 19<sup>th</sup> meeting. She asked if the board wanted to excuse her from the meeting or change the date. It was agreed to change the date to September 26. Plummer is to check on Beaufort. Plummer said all the hotels he found had a two-night minimum stay. Pam will check on New Bern.

#### NEW BUSINESS:

HEALTH E-MAILS: Moore said he wanted the Association to start sending out a health e-mail each month to encourage our membership to eat better, work out more etc. Health awareness is big. Plummer said his employees had a contest for who took the most steps.

Plummer said the theme of the convention is going to have fitness in it – Get Fit Moving ?

#### EXECUTIVE SESSION:

New Member

Local Moves LLC

Cox made a motion to accept into the membership; Plummer seconded. Motion carried.

Plummer made a motion to adjourn; Hare seconded. Motion carried.

Meeting adjourned at 11:55 a.m.