

BOARD OF DIRECTORS  
FEBRUARY 11, 2017  
NORTH HILLS CLUB  
RALEIGH, NC

Meeting was called to order at 9:00 a.m. by President Brett Plummer. Plummer welcomed all to the meeting.

ROLL CALL: Members present: Plummer, Cox, Farnum, Rhodes, Hare, Mather, Sharpstene, Thornton, Avellaneda, Harris, Oliver, Moore.

Members absent: Burgin, Few, Lunsford and Campbell.

Cox made a motion to excuse the absences; Rhodes seconded. Motion carried.

MINUTES: Pam presented the minutes for the November 3 and November 5 board meetings. Cox made a motion to approve both sets of minutes; Rhodes seconded. Motion carried.

TREASURER'S REPORT: In Burgin's absence, Pam presented the Treasurer's report.

2016 YEAR-END TREASURER'S REPORT:

CONVENTION FUND	\$ 3,945.71
MONEY MARKET	22,819.99
REGULAR CHECKING	641.11
SCHOLARSHIP	6,567.43
CD #1	<u>11,326.44</u>
TOTAL	\$45,300.68

Rhodes made a motion to approve the 2016 Year-End Treasurer's Report; Hare seconded. Motion carried.

CONVENTION REPORT: See attached report. The convention lost \$15,976.16. Pam reminded the board that she told them at the November board meeting that we didn't meet our room block; that was \$8,000. Plummer said Charlotte is a nice place, but a lot of the local people didn't stay in the hotel. More people will be staying at the beach.

Cox said we can take a hit like that one year, but not every year. We have to be more proactive.

Hare made a motion to accept the Convention Report; Moore seconded. Motion carried.

2017 TREASURER'S REPORT:

CONVENTION FUND	\$ 2,945.71
MONEY MARKET	37,394.84
REGULAR CHECKING	2,527.06
SCHOLARSHIP	6,567.43
CD #1	<u>11,328.83</u>
TOTAL	\$60,763.87

Pam said that the 2017 dues were coming in nicely. She is working on getting the membership certificates out to those who have paid. It was asked when we last raised the dues. About four years ago. Dues income and membership has been fairly flat.

Cox asked if many non-members were ordering forms. Pam said a very few.

Cox made a motion to accept the 2017 Treasurer's Report; Oliver seconded. Motion carried.

#### COMMITTEE REPORTS

BY-LAWS: Farnum reported that no changes were requested; no report necessary.

CONVENTION: Cox announced that the convention will be at the Courtyard at Carolina Beach October 19-21. We have a theme – Ride the Wave to Success. The contract has been signed.

We will have the board meeting on Thursday afternoon with a cocktail reception Thursday night and on your own for dinner Thursday night. Friday, we will have the General Business session until 11:30; golf Friday afternoon and the reception and awards banquet Friday night. Saturday, we will have another General Business Session until noon. There will be no event on Saturday night; a big cost saving there. The convention will end at noon on Saturday; however, our room rate will be available for Saturday night for those members who want to spend the weekend at the beach.

Plummer asked about our minimum food guarantees. Pam said they were very reasonable (\$7,000).

Cox said this is a smaller hotel. You can walk to places close by. The hotel is big enough to handle us, but small enough that we will be the only group.

Harris will check on a golf course.

Cox said we need to get started with speaker ideas – Plummer, Harris and Burgin are on that committee.

Moore said that the beach is always a good draw.

Plummer said we had AMSA and IAM last year so we don't need them this year. Maybe the Highway Patrol? Cox said the DA meeting was coming up. She asked Harris if he knew of a good local fun speaker. Also, maybe the UNCW Basketball Coach. Ask Wayne Ray for help.

Hare asked about Tony Pagrabs. Mather said he'd like to see more speakers provide information about things we don't know about. He learned a lot from the HR speaker we had last year. Pam said we got a lot of positive feedback about him.

Plummer said we need to fill the place up and generate more interest.

Farnum asked how many people play golf – usually 40.

Thornton asked about the Electronic Log Seminar; Pam said there was poor attendance, but those who attended on Saturday afternoon really liked it.

Harris asked if we needed the Highway Patrol. Cox said as long as we get a speaker and not a reader. Thornton said Ray Fort's son Raymond is on the Patrol. He has worked in the business before. Plummer

said his step brother Jeff Gordon is the Patrol's PR person. He said that Jeff is helping out with the Enforcement Task Force from a PR aspect.

Oliver said he might be able to get Lt. Governor Dan Forrest. He is attending his breakout leadership meeting in the mountains in November. Cox said to ask him. Oliver said another good speaker he has heard was Anson Dorrance, UNC women's soccer coach. It was noted we have had several coaches and they are always entertaining and interesting.

Oliver said he was in the entertainment business for about 10 years. Cox said for him to put some feelers out and see what he can come up with.

Harris said to keep everyone involved and updated.

Speakers usually speak for around 40 minutes. Plummer said we could also have more speakers speak for shorter amounts of times, if we like.

Set up a Google group for the convention. The sooner we knock this out, the better off we are.

Plummer said that ideas are Highway Patrol, entertainment segment, educational segment and then possibly another one.

Farnum asked about sponsors speaking; Pagrabs is a sponsor.

Oliver said he has talked to a new company about joining – they have a staff of professional speakers that handle conventions. He will connect with them and see if they can do something.

Plummer said we have to be careful with vendors and not show favoritism so we don't offend current sponsors.

Thorton said he really enjoyed the panel of movers we had in Raleigh. Plummer said we did another in Charlotte and it went over well.

Mather wanted to know if we knew how many people did payroll by hand. ADP would probably be a good sponsor.

Farnum said he had used the staff at UNC Charlotte to help employees. Maybe we can reach out to the local colleges in Wilmington and see if they have a placement group.

Plummer said it is a great idea for whole board to be on the convention committee.

Oliver said he would put feelers out and submit them to the group for approval.

Plummer said remember that if a speaker doesn't work out for this year, then maybe next year.

Josh – put feelers out. Submit to the group for approval and then got back.

Cox would love to have nailed out by the spring board meeting.

LEGAL: Plummer said that Commissioner Beatty set up two task forces at the last meeting – one for enforcement and one for education.

Mather said he's a problem over the years with labor. Is there any way we can set up a way to vet employees. The association cannot do this. Hare said he would always call personally. Cox said people

aren't always honest with their recommendations. It was asked if the association could set up a certified program for movers in which background checks were submitted. Pam said the association could not accept background checks from individuals. She noted that the Commission only required background checks on the ownership; each company could decide whether to check their employees.

Members can talk amongst themselves, but this can't be an association group.

The Movers Syndicate is a Facebook group that may be of some assistance.

Sharpstene asked what could be done about the U-Haul site – movinghelp.com. There are companies that are saying they will drive a rental truck on it. Individuals on the site can be turned in to the Public Staff. This is a very hard area to catch. Educate illegal movers can help sometime. U-Haul doesn't care about the state's advertising restrictions.

Plummer sent out an e-mail about the Enforcement Task Force. Here is the e-mail:

We had a great conference call this week with the NCUC Transportation Law Enforcement Task Force committee. We had Commissioner Beatty, Corrie Foster, Sam Watson, with the NCUC, Hugh Harris with the Attorney General's office, SSgt Ingold with the SHP, me and Scott Lassiter with City Transfer with the NCMA.

The purpose of the meeting was to

1) Review various statutes to determine if they are solely restricted to enforcement by the State Highway Patrol? If they are restrictive, how can we get other agencies \ departments involved in acting against potential violators of the law. If they are restrictive what if any amendments should be made to permit enforcement by all law enforcement agencies.

The SHP will work with their legal team to change the legislative wording of the statute and the AG's office is looking into stiffer penalties and rewording it as well.

2) To develop a plan of action to contact the Coordinator of the Conference of District Attorneys to see if we can participate in their annual conference in order to shed light on the unauthorized Household goods moving problem in the State and offer insight on how they can protect the using and consuming public by vigorously prosecuting violations of the law.

Hugh Harris from the AG' office said the DA's have asked us to provide a half page article educating the DA's around the State. This will be issued in a newsletter. Corrie Foster from the NCUC will put this together and let us review.

The District Attorneys Conference is March 22-24 in Raleigh. Our hope is to have the SHP, NCMA attend the conference.

3) To discuss the feasibility of "sting operations" by law enforcement and to identify any other strategy \ activity that will lead to the identification and possible criminal prosecution of unauthorized movers.

We all agreed that if we can get the wording changed in the Statute and get the General assembly to pass it then we would have the tools needed to effectively catch and prosecute the unauthorized movers.

I am confident that we are making progress and look forward to working with the task force . If you have any questions, comments, suggestions please call me at any time. Thanks to Scott Lassiter who continues to serve the NC Movers Association with his involvement in the Legal \ Legislative arena...It is greatly appreciated.

Pam said the Education Task Force had their first meeting. The Commission is changing their website. She sent the survey out to our membership – Transportation has sent lots of comments – which looks very good for us.

Plummer asked for a 10 minute break.

MILITARY AFFAIRS: See written report submitted by Rhodes.

The military is planning on conducting another Open Season in 2017. The last time they had one, they received 500 applications; threw out 400 of them and only ended up with around 10 who were accepted. They hung themselves with their own rules – eliminated any one associated with a van line. They want additional capacity. There are three areas in the country with a critical lack of capacity – DC, North Carolina and the Northern Tier (MT, WY, Dakotas). They tried to do a pilot program with specific channels of traffic. No one would bid on it because of their requirements.

Mather said that their estimations of traffic are not good. Rhodes said no one has any idea what the summer is going to be like – that is a downside of sequestration and there is a new administration. Code 4 traffic back and forth to Europe is going to dry up. The Army has decided that they can save money by doing unit rotations instead of individual transfer.

The build-up to Alaska and Hawaii are done. Be prepared to tighten your belt.

The military is conducting a Deep Dive Review of the DP3 Program. The automation system is broken. They Outbound DPM Contract got a lot of business as a result of the computer system going down.

The Air Force owns personal property for the military – they are concentrating on six areas (the same as last year). Be sure to make sure that inventories are filled out completely – detailed descriptions and no ditto marks.

They are also looking at the failure to deliver on or before RDD – TSPs are not doing their job of updating shipments when they deliver. The RDD has not been missed, just not in the system.

Three companies are managing about 90% of the SCACs now. Be careful about agreements you sign.

A big problem for movers is the storage that has been converted to member expense. Rhodes said they have no legal standing to tell you that you have to keep shipments that are being converted to member expense, especially with no contact information for the member. He turned down the shipment and said he wouldn't accept it at member expense. Ft. Bragg was not happy. IAM and AMSA contacted him.

They are also complaining about the survey responses being low, but the military says they have no way of making service members complete the surveys. The service chiefs wouldn't let them penalize members for not doing the survey.

NEW MEMBER DEVELOPMENT/CORPORATE SPONSORSHIP: Hare said he wanted to get more members. Plummer said our growth needs to be through corporate sponsorship. We have a limited number of mover members that we can get. Our numbers have been relatively flat.

Moore asked if we get a number of trucks so we could use the number to recruit fleet services and show how strong we are as an organization.

Hare said he wanted the associate membership to be 35 by the end of the year.

Plummer said we need to get good numbers to use in recruiting corporate sponsors.

Mather said we need to get more vendors that can provide services that our members need. We also need to let our members know about information that can help them.

It was decided to survey the membership about the convention and services they need, the number of trucks, etc. Pam will send an e-mail out to the board with the topics and then send out the survey to the membership.

PUBLIC AFFAIRS/TARIFF OVERSIGHT: No report submitted.

SCHOLARSHIP COMMITTEE: Farnum said that Pam has let everyone know. Plummer said he told his people to mention it to the crews at a safety meeting and to put a handout in their paychecks. Rhodes said two of his employees are applying. Pam will remind the membership several times between now and the April deadline.

SEMINAR TRAINING: Hare said the state is still doing MRT training. The Electronic On-Board Recording Seminar in Charlotte only had about 10 attendees. He would like to have another seminar this spring and one at the convention. He would like to survey the members as to what they would like to have.

EXECUTIVE DIRECTOR: See written report submitted by Pam.

NEW BUSINESS:

MOVING PADS CLEANING: Plummer said that Chris Barringer asked him at the convention if he knew of a company that would clean moving pads. Farnum talked with Unifirst – who has 8 different locations throughout the state. They have large commercial washing machines. He talked with them and they said \$1.00 a pad, in lots of 100 pads. Farnum said he got them down to \$.50 per pad. We would have to deliver and pick them up and give them a week turn-around for getting them done. It would be \$350 to clean 100 pads.

Plummer said they would need to join the association. We would need to make sure that each individual office would honor this pricing.

Mather said they also did a good job with uniforms and floor pads.

Plummer said Farnum could negotiate a contract and we can market this to our members.

Mather asked if we had any relationship with truck driving schools. No. Could we get a discounted rate for sending our employees to their schools. The truck driving schools would have to be vetted – different levels of schools.

BANNER ADS FOR WEBSITE: Pam said that she hadn't billed the associates for their dues because she wanted to know how the board wanted the banner ads for the website handled. In the past, we have billed the associates \$300 for the dues and \$50 optional to have a banner ad on the website. On our previous website, the banner ads left a lot to be desired. On the current website, we have four banner ads from last year on the bottom of the home page. We can also place ads on other pages. She has added all the associates' logo on the associate page of the website.

Pam is asking what to charge associates this year. \$350 and include the banner ad for all associates.

We want to let them know the extra benefits of being a member.

MAY 6 BOARD MEETING: Pam said she had a personal conflict. She could not attend the board meeting on May 6 in Greensboro. It was decided to change the date to April 29.

OLD BUSINESS:

No old business

EXECUTIVE SESSION

NEW MEMBERS:

Smooth Move; Relocate & Decorate Moving Service, LLC and Branch Out Delivery, Inc.

Harris made a motion to accept all; Cox seconded. Motion carried.

Harris made a motion to adjourn; Cox seconded. Motion carried.

Meeting adjourned at 12:11 p.m.