

BOARD OF DIRECTORS  
January 20, 2018  
The North Hills Club  
Raleigh, NC

Kathy Cox was sworn in as President by the Executive Director before the meeting was called to order.

Meeting was called to order by President Kathy Cox at 9:04 a.m.

ROLL: Members present: Cox, Burgin, Mather, Hare, Sharpstene, Thornton, Campbell, Oliver, Rushing, Anneheim, Farnum, and Rhodes.

Members absent: Barrett, Harris, Few and Plummer.

Rhodes made a motion to excuse all absences; Rushing seconded. Motion carried.

Guest present was Michelle Campbell of Two Men in Asheville.

MINUTES: Minutes for the October 19 and October 21 meeting were distributed. Mather made a motion to approve both sets of minutes; Hare seconded. Motion carried.

#### TREASURER'S REPORTS:

2017 YEAR-END REPORT: Mather reported that our revenues are strong, but as revenues grow so do expenses.

CONVENTION FUND:	\$ 7,394.79
MONEY MARKET	38,705.92
REGULAR CHECKING	1,116.46
SCHOLARSHIP FUND	9,371.17
CD	<u>11,348.92</u>

TOTAL	\$67,883.26
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Hare made a motion to approve the 2017 Year-End Treasurer's Report; Rushing seconded. Motion carried.

#### 2018 TREASURER'S REPORT:

CONVENTION FUND	\$ 7,394.79
MONEY MARKET	41,132.67
REGULAR CHECKING	2,147.68
SCHOLARSHIP FUND	9,371.17
CD	<u>11,348.92</u>

TOTAL	\$71,341.23
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Rushing made a motion to approve the 2018 Treasurer's Report; Sharpstene seconded. Motion carried.

#### 2017 CONVENTION:

INCOME	\$44,070.00
EXPENSES	39,346.18
GOLF PROCEEDS TO SCHOLARSHIP	<u>1,274.74</u>

NET CONVENTION	\$ 3,449.08
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Oliver made a motion to approve the Convention Report; Campbell seconded. Motion carried.  
COMMITTEE REPORTS

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

CONVENTION: Cox reported that she has narrowed down the 2018 Convention to two choices: The Holiday Inn at Wrightsville Beach and Sea Trail at Sunset Beach. The Courtyard at Carolina Beach is under renovation this year. They have promised that it will be ready; but we will not be using a hotel that the renovation is not finished again. Cox and Pam will be doing a site visit to Sea Trail on Wednesday. It is a different format than most of our locations; it is more of a resort atmosphere with three golf courses. Their room rates are very good and they will honor them three days before and three days after.

Oliver asked if we had considered the Doubletree at Atlantic Beach. Cox said that the parking there wasn't very good, but we could get rates from them. She also looked at the Islander at Emerald Isle but they didn't have enough rooms to accommodate us.

Hare said there was negative feedback about the golf tournament not having a shotgun start this year. Pam said that was the golf course's policy for a group our size. We need to make sure that we have a shotgun start so all players can finish and get back to the hotel in time for the award banquet.

Cox said we tried some different things last year – we left dinner on Thursday night open. Some of the vendors didn't like that option. We will go back to having a buffet on Thursday night; the awards banquet will be on Friday; General Business Sessions on Friday and Saturday morning, with the convention dismissing Saturday noon. People can stay over Saturday night if they like, without any official events going on. Pam said that if we have a dinner and entertainment for Saturday night we would have to raise our registration rates.

Olivee said he likes having the option to go out with vendors on Thursday night. Pam said we got feedback from some vendors. You always have the option of going to the cocktail portion of Thursday night and then going out to the dinner with a vendor. That has happened over the years.

Rushing said it made sense not to do Saturday night because of the way people scatter. Thornton said he enjoyed taking his family and having Saturday afternoon and night free to hang out with them.

Cox asked the board about not doing Saturday night; the board agreed.

Mather said at his van line's convention they had their golf tournament on the first day; it got it out of the way and it went over well there. We have a board meeting on the afternoon of the first day; we would have to move it around. Most people don't get in until later on Thursday. Rushing said we shouldn't be trying to have any more events on Thursday. Our vendors have to set up on Thursday afternoon while we are holding the board meeting.

Board meeting will be on Thursday afternoon.

Anneheim asked if we were still planning on having Kevin Moynihan do a session of business estate planning. Yes. As soon as the contract is finalized, we will get that set up.

Mather said there was a panel of realtors at his van line convention. That went over very well. Sharpstene said we need to educate the realtors as to how moving works. Cox said she had reached out to same. It was noted that realtors sometimes want a referral. Thornton said he worked for a mover that would make a charitable contribution in the realtor's name for referrals. That worked very well. Furnishing realtors with the brochure also works.

Offering a decluttering service to a realtor using a POD works well. Thornton said that didn't work in his military market, but it would be good in other markets.

Pam and Cox said they have family that works for a realtor in Wilmington and see about getting a panel for the convention.

Mather asked about a military person. Pam said we always use Chuck White and have him every other year. He is on track for this year, but Chuck will be made President of IAM the week before our convention. We will have a military speaker this year.

LEGAL/LEGISLATIVE/INSURANCE: Annaheim said he is keeping up with House Bill 732. He spoke with Dan Gerlach, the speaker from the Golden Leaf Foundation, and he offered help. If we don't get the bill passed during the short session in May, we have to start all over. We need to make sure we are reaching out in April. Pam said she has the Commissioner's presentation to the District Attorneys explaining why it is needed.

Anneheim said that snail mail is very effective with legislators. He has also been reaching out to staff and making contacts.

MILITARY AFFAIRS: See written report submitted by Rhodes.

Rhodes talked about his third bullet – developing a prototype system to replace the DPS system. The services have been asking for input from carriers. Col. Lounsborough will be speaking at AMSA's annual conference in April and hopes he will have some details.

Cox said that she has gotten accepted to be a TSP this year.

Rhodes said that the implementation of REAL ID at Ft. Bragg has been delayed. Their basic installation access program can't handle the addition of REAL ID. Cox said that Cherry Point is implementing it.

Thornton said that JPPSO will be holding a meeting at Shaw AFB in February.

NEW MEMBERS DEVELOPMENT: See written report submitted by Thornton, Oliver, Hare and Mather. Our membership numbers are good.

He thinks will have good sponsorship at the convention this year. He's been working on getting some sponsors. Oliver thinks having the meeting at the coast will be good. Cox said we are fortunate that we have a lot of different options on the coast. Thornton said that clay shooting is an option that other conventions are doing. Campbell said that when we got to Asheville, he can set it up there.

Thornton said that not everyone plays golf. He did a culinary experience that a hotel put on and that was a good option and a fun experience.

PUBLIC AFFAIRS/TARIFF OVERSIGHT – See written report submitted by Campbell.

Pam encouraged everyone to file comments. Cox noted that you do not have charge the fees if you don't want to.

Campbell asked for advice on bad debts. Board was to provide names of collection agencies they were familiar with. Hare said the court system is hard to use because of not being able to find the people to serve them and costs money. Unfortunately, bad debts usually just get written off.

SCHOLARSHIP: See written report submitted by Farnum and Rushing. Farnum stated he was glad that we kept the 2 year scholarship. He was very impressed with both our winners this year.

Cox said the committee had gotten the information out to the membership early. Applications are due back in April.

SEMINAR TRAINING: See written report submitted by Hare and Burgin. The next MRT Seminar will be held February 6 in Raleigh. Hare reported that we would be holding a Claims and Valuation Seminar with Wells Insurance February 20 in Wilmington. Attendance will be limited to around 20. He said the last Claims seminar we held in Fayetteville went over well. Pam will get information out to the membership next week.

Hare asked if anyone had suggestions for additional seminars to let the committee or Pam know. We'll get it done.

EXECUTIVE DIRECTOR: See written report submitted by Pam. Pam is investigating having an association group medical plan. So much depends on how Congress acts. Right now, it is not something we can do. She will do further research.

Cox is to check how long minutes are required to be kept.

NEW BUSINESS:

DOCKET T-100 SUB 49 was discussed during Public Affairs/Tariff Oversight Report.

OLD BUSINESS

DOCKET T-4657, Electronic Forms: Pam reported that the Commission is still doing their research. Since there have been changes in Commissioners, it is slow going.

EXECUTIVE SESSION: Guest was asked to leave while Board is in Executive Session.

Cox reported that the April 21 board meeting will be in Kannapolis. We have a board meeting scheduled for September 15, but we did not decide on a location. Winston-Salem.

MEMBERSHIP PROCEDURES:

Pam discussed options. She submitted a report showing how other states handle new applications.

It was decided that the applications will be submitted to the board, using the bcc option. Board members will have 48 hours to comment to Pam only about an application. Comments have to be fact based and not hearsay. After 48 hours, Pam will contact the board for their vote. All communications about votes will be through Pam; no Reply All option.

Cox said we have the option to remove someone from the membership due to violations of the Code of Ethics. Pam said all new members are required to sign the Code of Ethics as a part of their application process. If evidence of violation of the Code is submitted, Pam will submit the information to the Board to remove that company.

Oliver said some states have the requirement for Worker's Compensation. Pam said that our Commission does not require Worker's Compensation to get a certificate; they say that other state laws govern Worker's Comp.

**BY-LAW REVISION:**

ARTICLE II, SECTION 4 The sentence "The vote will take place then." will be removed. It will be replaced with "Board members will have 48 hours to submit comments to the Executive Director about prospective members. The vote will take place after 48 hours."

Sharpstene made the motion to amend the by-laws as stated; Mather seconded. Motion carried.

**NEW MEMBERS:**

Space to Space Moving; Port City Moving

Hare made a motion to approve both; Oliver seconded.

Cox asked why we held this vote at board meetings when the companies had already been voted on. Pam said a previous board wanted it done this way. Cox said she saw no need for it and we would change the procedure.

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

Meeting adjourned at 11:28 a.m.