

BOARD OF DIRECTORS
January 12, 2019
NCSU UNIVERSITY CLUB

CALL TO ORDER: Meeting was called to order at 8:50 a.m. by President K Cox.

ROLL:

MEMBERS PRESENT: Cox, Burgin, Mathers, Barrett, Campbell, Anneheim, Farnum, Rhodes, Barringer, Day, West and Plummer

MEMBERS ABSENT: Harris, Rushing, Few and Sharpstene.

Burgin made a motion to excuse all absences; Campbell seconded. Motion carried.

GUESTS PRESENT: Michelle Campbell of Two Men and A Truck of Asheville, Ryder Burgin of Sells Moving and Kevin Brogan of Make A Move, Charlotte.

MINUTES for the October 12th meeting were previously distributed.
Barrett made a motion to approve the minutes; Barringer seconded.
Motion carried.

TREASURER'S REPORT:

2018 YEAR-END TREASURER'S REPORT:

Convention Fund	\$ 6,955.00
Money Market	55,934.46
Regular Checking	1,299.73
Scholarship Fund	4,617.17
CD	<u>11,449.00</u>
TOTAL	\$80,255.36

Barrett made a motion to approve the 2018 Year-End Treasurer's Report; Rhodes seconded. Motion carried.

2019 TREASURER'S REPORT:

Convention Fund	\$ 6,955.00
Money Market	53,534.46
Regular Checking	2,469.29
Scholarship Fund	4,617.17
CD	<u>11,449.00</u>
TOTAL	\$79,024.92

Barrett asked about declining Tar Heel Van advertising. Pam said it had gone down since we stopped doing print newsletters. Pam asked about making an ad in the Tar Heel Van part of the associate membership dues. She said we added the banner ad on the website. Barrett agreed that would build value for the associate members.

Burgin made a motion to approve the 2019 Treasurer's Report; West seconded.
Motion carried.

COMMITTEE REPORTS:

BY-LAWS: See written report from Day. No changes requested.

CONVENTION: See written report from Burgin. The convention will be October 10-12 at the Holiday Inn Wrightsville Beach. She noted that we could use one more speaker for Saturday. Let her know if you have any ideas. We have two good speakers. Mather said he find speakers who are different beneficial. Barrett said we need to make sure that we are giving the attendees the best value.

Pam said that she would like to see something special for Thursday night. Barrett said some sponsors wanted to take people out of Thursday night. Pam said she got negative feedback when we did that. Some sponsors felt pressured to take people out and some members didn't get asked out. She thinks we need to go back to the Thursday night buffet and have some kind of entertainment.

Pam will talk with Wilmington members to see about options – caricature artist, magician were ideas that were discussed.

It was recommended that we have an open bar for Thursday night.

Mather said that we were having trouble finishing the golf tournament on time. Pam said she would try to negotiate a shotgun start.

Pam asked if we wanted to have the Family Fun Run again. Burgin said there wasn't many participants the first time, but we could try it again.

Farnum suggested Movers Olympics.

West said she had a contact that may be able to help us.

LEGAL/LEGISLATIVE/INSURANCE: Anneheim reported that Rep. McNeil got re-elected and is willing to help us resubmit our bill. Chris Ayres, Head of the Public Staff, suggested that we introduce the bill simultaneously in the House and Senate. He thought that would help our chances of getting it passed. Since this is a bipartisan issue, we should be able to get it done this time. Cox thanked Anneheim for all his help.

Barrett asked if the Board could be sent information about the bill and how it works. Anneheim will get it out.

We will also be working with the Commission and the Highway Patrol to get this done this time. When bill is introduced, we will get the word out to the membership to get them to help.

MILITARY AFFAIRS: See written report submitted by Rhodes. He said capacity is the biggest issue in military moving. The DoD wanted to crate shipments that don't have hard delivery addresses. They quickly learned that was not a viable option. There will be an increase in crated shipments in the future.

The Air Force wanted to have only one DPM provider. UPS and FedEx were the only real options and they were going to be a lot more expensive than the way things are being done now. No household goods carriers even bid, because of the inability to find destination contractors.

NEW MEMBERS DEVELOPMENT: See written report submitted by the Committee.

PUBLIC AFFAIRS/TARIFF OVERSIGHT: Campbell said the tariff change would be discussed under New Business.

SCHOLARSHIP: West said she and Barringer are working on the topics. They will have them to Pam next week. Pam said application would be on the website before the end of the month.

SEMINAR TRAINING: Burgin said we are open for suggestions. Pam said she like to see another claims seminar.

EXECUTIVE DIRECTOR: See written report submitted by Pam.

NEW BUSINESS:

ASSOCIATION BANK: Pam said that Capital Bank was bought by First Tennessee Bank and things have been different. She said that when you pay bills online, they take it from your account immediately – not when the check clears. Also didn't get a bank statement for the Money Market Account in November. She asked for permission to shop around. Plummer said he uses PNC and would put Pam in touch. It was noted that BB&T is closing branches. Pam was told to ask for a small business specialist.

DEPOSIT/RESERVATION FEE: See written report submitted by Campbell. He personally thinks that we should be able to charge a reservation fee. It was asked if we could collect deposits now. Pam said yes, but if we didn't perform the move, we were supposed to refund the deposit. There has to be a line item in the tariff before we can charge it.

Pam said we would need to poll the membership to see what they think about it and we would also need to have an idea as to how many times people would have been able to retain the deposit due to a last minute cancellation. Last time it was filed, the Public Staff was in favor of a flat fee, not the hourly rate. This would not be mandatory.

Pam will take care of the polling.

2019 BOARD MEETING DATES:

April 6 – Asheville Campbell has a contact at the Hilton Biltmore and will reach out to them.

September 14 – Greensboro

RATE DECREASE: See written explanation submitted by Cox. Cox said she had gotten comments from Board members about why we got a decrease this year. Cox said she researched the Implicit Price Deflator and found that it covers both goods and services. The Consumer Price Index only covers prices and it includes foreign goods. This formula was what was agreed upon when the Maximum Rate Tariff was enacted in 2003.

Barrett said he felt the decrease was a slap in our faces, since our costs haven't gone down. Mather said he felt this was only a one year and we had gotten 15 straight years of increases.

Plummer said the Commission should have provided us with the formula; they have. He feels that we need to bring this up at the next meeting with the Commissioners. Pam said that wouldn't make any

changes happen. If we want to have them do something, we would have to file a docket. In the docket, we would have to ask for another method of determining changes in pricing and be able to justify the changes.

It was asked if there were indexes that only covered North Carolina. Cox said all the federal ones were for the southeast region.

Barrett said our storage rates are very low. Pam said we could file for an increase in just the storage rates – we would have to be able to justify the increase. She said that when the MRT came into effect, they said we could file for additional increases besides the annual adjustment.

Farnum asked if there was an industry specific formula. Not known. Burgin said there would be no way to find a perfect way to do this.

Cox said we have always had a problem getting anyone to make things change. No one wants a decrease in rates. We are here to represent the movers.

OLD BUSINESS

HEALTH INSURANCE PLANS: Barringer said he has a contact and is looking into an Association plan. This would not be a fast option, but it would be good. He will continue working on this. Cox said to make sure that they are familiar with our industry.

PUBLIC SERVICE ANNOUNCEMENT: Barrett said we had discussed spending money on a Public Service Announcement. He wanted to know the status. Pam said that was to be discussed at the convention; we didn't have a convention, so no action has been taken.

Barrett said he feels this would be a benefit to our member to raise public awareness as to the difference between a legal and illegal mover.

Ryder Burgin was brought into the room. He was asked how we should proceed. Ryder said that social media is best now – Facebook, Twitter, Instagram. Barrett said what about blogs; Ryder said they haven't mostly fallen out of favor.

Cox said we need something that we can distribute to our members. Ryder said it could be something that would be able to upload to their own sites. He works with YouTube, but you can also upload directly to Facebook.

Ryder and Dean will work together to get ideas for a video to submit to the Board at the April board meeting.

Barrett made a motion to adjourn; Anaheim seconded. Motion carried.

Meetings adjourned at 11:51 a.m.