

# The Tar Heel Van

SECOND QUARTER 2020



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## American Moving and Storage Association (AMSA) to Become Conference of American Trucking Associations (ATA)

August 5, 2020 (Washington D.C.) – On Tuesday, August 4 the American Moving and Storage Association (AMSA) board of directors approved the move to pursue joining the American Trucking Associations (ATA) as the Moving & Storage Conference. AMSA, with more than 3,000 members, has been representing the moving and storage industry since 1998. The Association supports *programs and activities promoting consumer protection, professional development, safety and operational efficiency.*

AMSA's decision allows the organization to begin the process of joining ATA as the newly established Moving & Storage Conference, which will serve as the advocacy arm highlighting and amplifying moving and storage priorities. A Moving & Storage Council will also be created as the training and education arm. ATA is the largest and most comprehensive national trade association for the trucking industry with 50 affiliated state trucking associations and representing more than 37,000 members, including every type of motor carrier in the United States. Prior to 1998, members of the moving and storage industry had been affiliated with ATA, and those partnerships were historically very successful.

As the recognized leader in truck transportation advocacy, ATA diligently educates

*(Continued on page 5)*

## NCMA Board of Directors

# NCMA Board of Directors

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## From the President

Every year, I look forward to our annual convention and getting to catch up with everyone. Unfortunately, due to the ever-growing concerns around COVID-19, the Officers and Board of Directors have made the difficult decision to cancel our annual convention. This will be the second time in over 60 years that our convention will not take place. This was not a decision we took lightly and we all are very disappointed that we will be unable to hold our convention. I hope you all will respect and understand our decision. We are a strong group with members that are committed to supporting our cause.

Everyone knows the COVID-19 drill. Please take care of yourselves. I want to especially praise the men and women that are doing the physical aspects of moving. Wearing a mask in 90 degree temperatures is very difficult.

Remember, your Association, Board of Directors, Pam and I will do everything to keep you informed and connected. Thank you for your patience.

God bless,

Dru

PS—Now on the lighter side:

I met a woman who makes face masks for people during this pandemic, but it looked like she was getting overwhelmed by all the work.

She seamstressed.

What did the cat in the bird mask say? Me owl

Never in my life would I imagine that my hand would consume more alcohol than my mouth.

When leaving the house in 2019:

Keys, wallet, phone.

When leaving the house in 2020:

Keys, wallet, phone, mask, hand sanitizer, samurai sword, written will, hornet repellent, protest sign, martial arts abilities, stress ball and holy water.



Dru Burgin

NCMA President

Sells Service

Statesville, NC

[sellsmoving@aol.com](mailto:sellsmoving@aol.com)

# CVSA Brake Safety Week



August 23<sup>rd</sup> – 29<sup>th</sup>, 2020

August is the Commercial Vehicle Safety Alliance's (CVSA) Brake Safety Month. In alignment with Operation Airbrake, the CVSA has selected **August 23<sup>rd</sup>-29<sup>th</sup> as Brake Safety Week**. Understanding the implications of this initiative is a great way to make it an advantage to your company and to avoid the potential ramifications if your fleet is not prepared.

## What is Brake Safety Week?

Brake Safety Week is just one component of the Commercial Vehicle Safety Alliance's Operation Airbrake, which began in 1998. While checking brake systems is always part of the roadside inspection process, inspectors will be paying special attention to brake systems this year. The goal is to highlight the importance of brake to overall vehicle safety, to educate the motor carrier community, and to reduce brake-related crashes.

Despite the ongoing public health crisis, CVSA President, Sgt. John Samis reiterates their commitment to this initiative stating, "Safety is always our top priority and it's our mission to ensure the vehicles on our roadways have met all safety standards and regulations. This is especially important as we rally behind truck drivers as they transport essential goods during this public health crises. We need to do everything we can do to ensure that the vehicles truck drivers are driving are as safe as possible."

## What Does Brake Safety Week Mean For The Transportation Industry?

To support the goals of Brake Safety Week, CVSA enforcement officials will inspect commercial motor vehicles and those found to have critical out-of-service brake violations, or other critical vehicle out-of-service inspection violations, will be restricted from traveling until those violations have been corrected. This can have a significant impact on the motor carrier industry, which has already been impacted by the COVID-19 pandemic.

However, there are benefits to this initiative as well. Along with inspections and enforcement, law enforcement agencies also engage in outreach and awareness efforts to educate drivers, motor carriers, mechanics, and owner-operators. In addition, the CVSA is incentivizing compliant motor carriers by providing CVSA decals to vehicles that pass eligible inspections.

## Brake Safety Facts and Figures

In preparation for Brake Safety Week, it is important to understand the facts and figures behind historical brake safety violations and the components of brake systems that lead to common violations. This will help guide the efforts to keep drivers safe, prevent out-of-service brake violations, and create an opportunity to obtain a CVSA decal. The following link contains some interesting statistics that reflect the results from the CVSA's 2019 Brake Safety Week inspections:

<https://www.cvsa.org/program/programs/operation-airbrake/fags-brake-systems-and-inspections>

This data demonstrates the purpose of not only Operation Airbrake, but also the more focused efforts of Brake Safety Month and Brake Safety Week

(Continued from page 1)

and guides policymakers at all levels of government about the essential role trucking plays in the economy.

“The move to join the ATA federation will benefit AMSA’s small and independent members as well as the large van lines,” AMSA Board of Directors Chairman Bill Paxton said. “Both ATA and AMSA have been strong advocates of highway safety along with representing their members before Congress and regulatory agencies. Our combined efforts will certainly strengthen our reach and impact.”

AMSA leadership has formed a transition team who will work closely with ATA, once final approval has been granted by the ATA board of directors as well as by AMSA’s governing body. More information about the transition and timeline will be shared with members of both organizations in the coming months.

“ATA is excited about the opportunity to join with the moving and storage industry and expand our industry’s footprint and advocacy voice,” said Chris Spear, President and CEO of the American Trucking Associations. “Welcoming this new group of key members into the federation will significantly increase our ability to reach decision makers at both the federal and state level. We look forward to bringing our mutual interests together for the collective good of our industry and membership.”

For more information, please contact [John Becker](#) (703) 706-4993.

###

*The **American Moving & Storage Association**, home of the **ProMover** certification program, is the national trade association representing the nation’s moving and storage companies, which provide household goods moving services, specialized transportation for sensitive freight such as computers and trade show exhibits, and warehouse storage services. AMSA has approximately 3,000 members, including domestic and international companies and industry suppliers, and supports programs and activities that promote consumer protection, professional development, safety, and operational efficiency. Find out more at [Moving.org](#).*

# PLAYING IT SAFE



## The Importance of Safety Meetings

*Your role in an injury-free workplace*

You know that success for a North Carolina Mover incorporates both quality work and a commitment to safety on the job. That's why we hold safety meetings on a regular basis. Whether you're a new employee or a seasoned pro, safety meetings provide a quick and easy way for us to show you ways in which you can reduce on-the-job accidents.

More importantly, safety meetings allow employees an opportunity to relay safety and health concerns or improvement ideas to their supervisor. Often, some of the best safety ideas come from employees.

### Employee's Role at Safety Meetings

- Be an active listener. Even if the topic is something you are familiar with, safety hazards, procedures and precautions are constantly evolving and changing. Don't be tempted to tune out; you are sure to learn something new or be reminded of an important safety practice.
- Be an active participant. If the meeting leader is able to draw on worker experiences, that will remind all employees – especially newer ones – that hazards in the workplace are a reality. If others may be able to learn from that experience, speak up.

### Safety Topics

Topics discussed at safety meetings are presented because they are potential safety hazards. Employees should be encouraged to discuss workplace hazards that they've encountered and suggest them to their supervisor.

### Safety First

A chain is only as strong as its weakest link. To keep our workplace safe, company's need every employee's commitment. We all need to do our part to promote safety, and regular meetings are an important part of a safety program.

Why should you focus on safety? According to the Occupational Safety and Health Administration (OSHA), workers who suffer a disabling injury can lose 40 percent of their income over five years. And the loss means more than just less money; increased stress and conflict associated with occupational injury and illness can be painful for families, too.

Participate in safety meetings to help North Carolina Movers in their commitment to provide a safe and healthy industry.

North Carolina Movers Association wants you to be safe and healthy on the job with these helpful tips provided by **Wells Insurance**.

**“Safety meetings are a perfect opportunity for employees to communicate their safety ideas and concerns with your supervisors, ensuring safety for employees of the company.”**

This flyer is for informational purposes only and is not intended as medical or legal advice.

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## DHOLLANDIA Brings Liftgate Manufacturing to North Carolina

DHOLLANDIA is excited to open its newest manufacturing facility just outside of Charlotte in Bessemer City. This new facility (280,000 sqft) currently operates as a distribution center but will expand into manufacturing as growth continues.

What started off in 1968 as a manufacturing workshop for agricultural vehicles and machines, has grown into a world-wide liftgate manufacturing operation with 150 different types of lifts, 6 production facilities and more than 60,000 liftgates manufactured and sold every year. Today, DHOLLANDIA is still family owned and committed to technological leadership and extensive vertical integration; more than 90% of all components used are manufactured in-house by DHOLLANDIA, thus allowing for flexibility and creative customer-oriented solutions.

We are thrilled to become a part of the North Carolina Movers Association and look forward to becoming involved. Our goal at DHOLLANDIA is to be a resource for members to look towards for help and guidance when evaluating hydraulic liftgate / ramp needs. If you are in the Charlotte area, feel free to visit our new facility!

Blake George – Regional Manager (Charlotte, NC)



# Welcome New Members!

Alamance Movers, LLC  
Burlington, NC

Moving Made Easy, LLC  
Raeford, NC

Beaty Brothers Moving, LLC  
Hendersonville, NC

Quality Transports and Relocation, LLC  
Raleigh, NC

Capital Relocation Group  
Garner, NC

Rocket Movers, LLC  
Marion, NC

College Hunks Hauling Junk and  
Moving of Asheville  
Arden, NC

Toby's Moving and Hauling, LLC  
Lake Junaluska, NC

Distinctive Moving and Storage, LLC  
Raleigh, NC

Totes on Demand  
Concord, NC

Fox Moving and Storage  
Charlotte, NC

WayForth Transportation  
Charlotte, NC

Luggers of Wilmington  
Southport, NC

## Welcome New Associate Member

Dhollandia Liftgates

Bessemer City, NC

[www.dhollandia.com](http://www.dhollandia.com)



### **Pre-owned Chassis from Arrow's Select Inventory**

- Professionally reconditioned chassis with new moving body.
- Pre-built units year round.
- Significant savings over new chassis fleet addition.
- 90 day confidence PLUS warranty included.
- Extended warranties available.
- Under or over CDL chassis available.
- 16 US locations.
- In-house financing available.

### **Allvan Excellence**

- Allvan has served generations of professional movers (you - your dad - your grandad.) Since 1965.
- Our van bodies are hand built by craftsmen. We do not hate robots, we just prefer people.
- You have an open invitation to stop-by our (Nashville) plant to visit and watch us build because you should know your body builder.
- We over-engineer and over-build our boxes to outlast multiple chassis. Swinging an Allvan = outstanding ROI.
- Our tongue-and-groove, no-gap finished oak floors are simply the best. Period.
- We handbuild all of our doors to last longer and to keep water out.
- Need what you need? Allvan respects this and can customize body length, height, width, door placement, and many value-added options.
- Our 'Pro Mover' bodies have thicker extrusions, corner caps, aluminum side panels (.060) and roof coil (.040). Thicker is better.
- Standard features of interest: stainless steel rear-end and side door thresholds, door access from all three walls, 60" attic, vertical logistics ports, LED lighting inside and out (includes in-box switch/timer), inside wall kickplates, side and ceiling wood panels, galvanized ramp racks, etc.
- Sample of our options: vault/pallet/container body door configuration, liftgates, slide-out tailgates (stainless), grab handles, bellyboxes, in-body weigh scales, full graphic department (design/print/install), camera kits, lighted floor markers, etc.

**ARROW**  
TRUCK SALES



Don Mosely  
Arrow Truck Sales Atlanta  
404-469-9435 [dmosely@arrowtruck.com](mailto:dmosely@arrowtruck.com)



**United Brokerage Packaging**

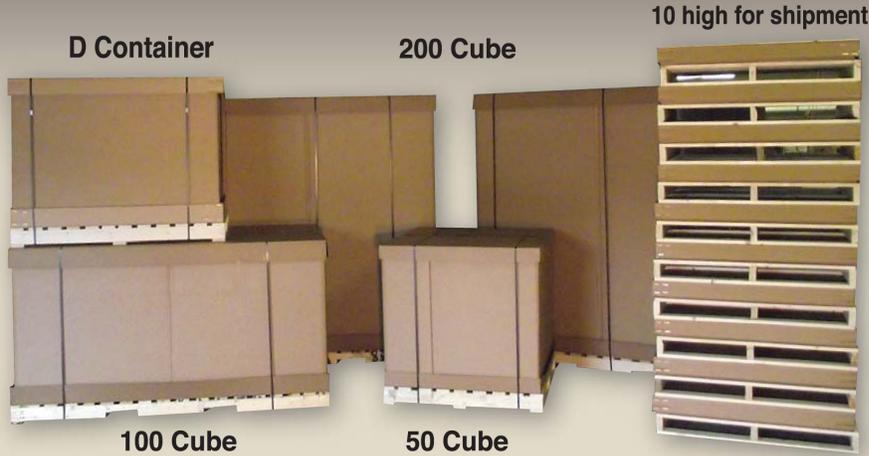
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**LIFTVAN**



- Set up / knock down in minutes
- Easily stores flat
- Stack-able
- Heat Treated Wooden Skid
- 87x47x87
- Splinter free (splinters are the biggest worker comp issue associated with wood liftvans.)

**MULTI PICTURE-CRATE**



Strong and excellent in absorbing vibration and shock. no assembly is required, and is made to be reusable for at least one season; making this crate ideal for the transport of pictures and mirrors.

Eliminate wood and save packing time with the re-usable MP40 Crate.

- Standard sizes: 48" x 24" x 40"
- Rapidly pack picture frames, glass, marble table tops.
- Center dividers slide out for wider space for plasma TVs
- Custom sizes are available
- Sample upon request

The MP40 is designed to stack 2 high or side by side for easy truck storage. MP40 is built w/durable bottom tray and any crate component can be replaced for optimal durability.



- Patented armor fiberboard-corr sidewalls for high-impact and stacking strength.
- Side impact protection
- Full tip-over protection
- Fast to pack - Fast to unpack.
- Distribution centers across the US and Europe

**PLEATWRAP**



PleatWrap Furniture wrap  
Heavy Duty: 48"x 250'  
Tissue Inner: 48" wide x 250'  
Printing Available up to 2 Color

PleatWrap is a durable for furniture wrapping. It has thick outer layers for outstanding corner protection with an inner pleated paper layer creating a thick all-paper barrier of protection. PleatWrap is flexible, adheres to tape well, and is easy to use.

# More power for your fleet

At Quarles, we understand that quick, convenient fueling is a must for your business. That's why we provide access to premium diesel wherever the journey takes you. Use your fuel card or Q-Card to skip the lines and fill up at one of our 115+ commercial fueling stations, or tap into a nationwide network of retail fueling sites. Our commitment to quality brings you:

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- 24/7/365 access

## Flexible Card Options

- Wide acceptance of fuel cards
- Q-Card options with exclusive benefits

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- GPS tracking

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# DHOLLANDIA

## LIFTGATES

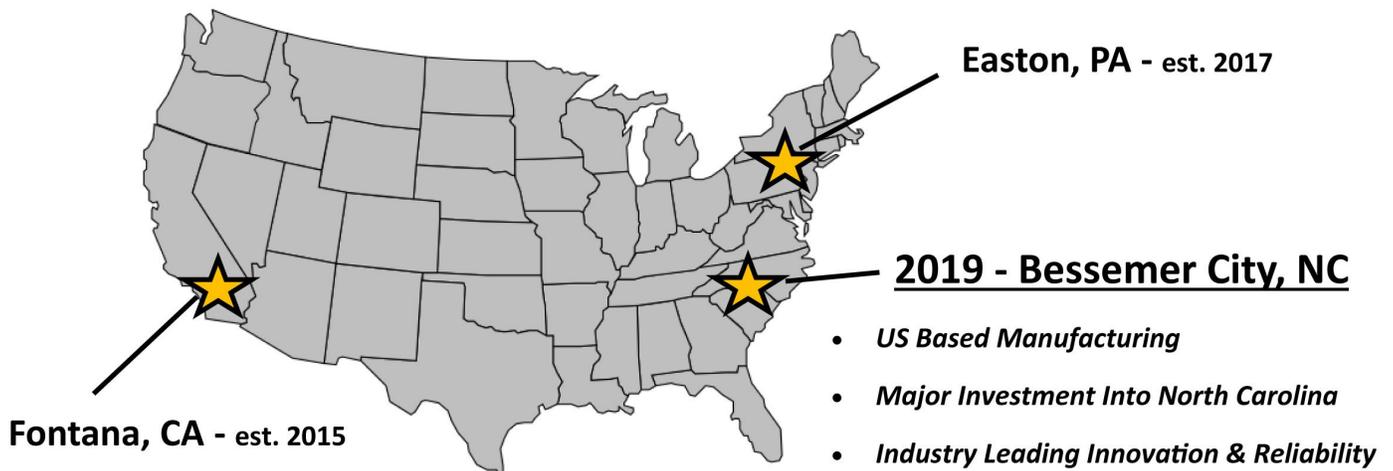


### **LIFTGATE MANUFACTURING IN NC (Bessemer City)**

### **330,000 SQFT PLANT OPENED FALL 2019**



### **3 US Based Distribution Centers Shipping Liftgates *NOW***



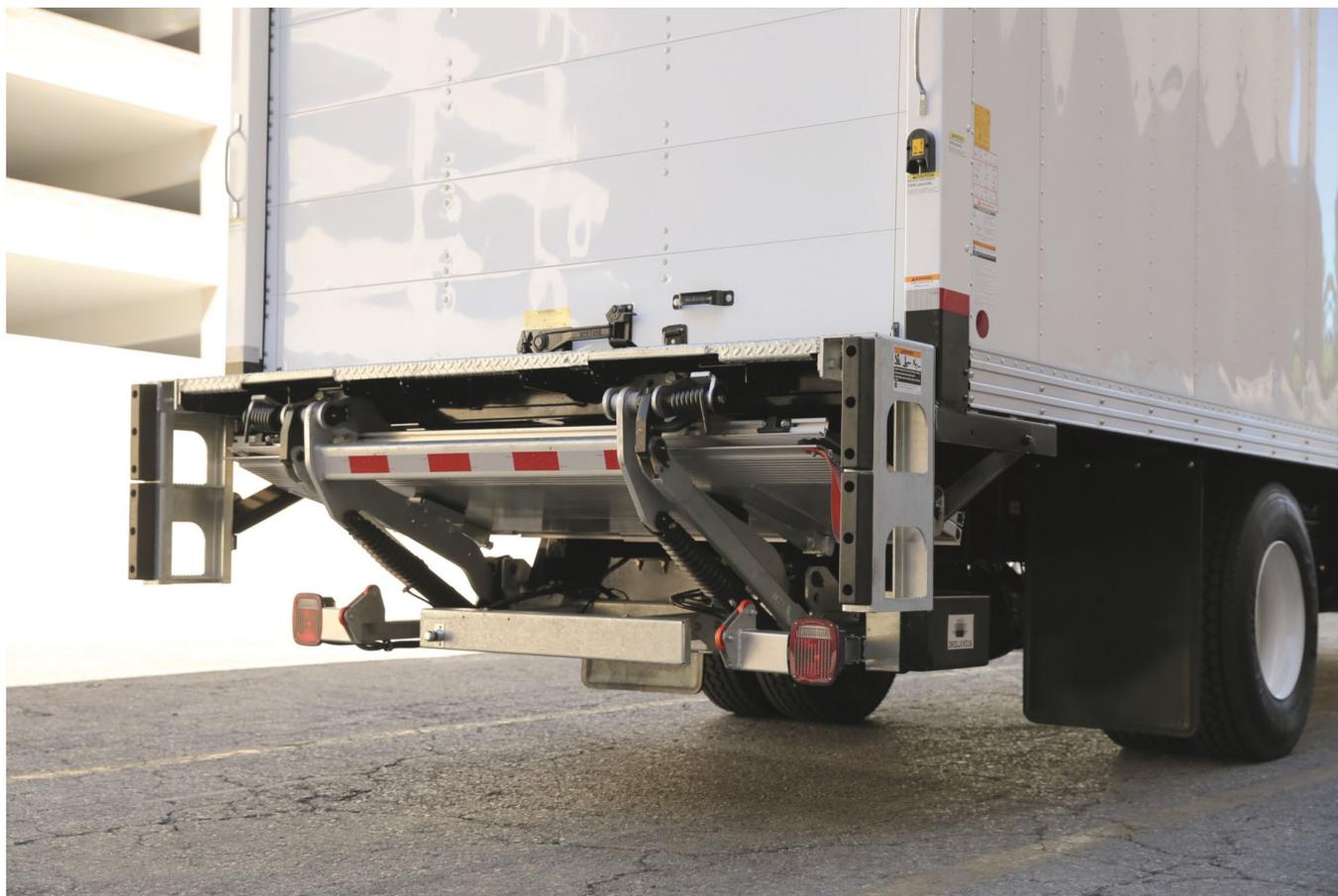
Blake George—Southeast Regional Sales Manager  
(704) 999-0402 - [Blake.George@Dhollandia.com](mailto:Blake.George@Dhollandia.com)

# LEVEL-RIDE FOLD-AWAY LIFT

RMM Series 2500 / 3300 / 4400 lbs



## DHOLLANDIA



### APPLICATION

The **RMM Series** is one of DHOLLANDIA's most popular fold-away liftgates. Thanks to the wide arms with dual lift cylinders & level ride operation, the RMM is an excellent choice for operators that want a larger platform, increased platform stability and improved overall performance for the operator.

The RMM is ideally suited for demanding distribution applications, incl. high stack pallets and carts. With several capacities and platform sizes available, the RMM will fit a variety of applications and needs.

-  **Dual lift cylinders for great load stability**
-  **Fully galvanized finish - *STANDARD***
-  **Level-ride aluminum platform-*STANDARD***
-  **Power down - *STANDARD***
-  **Self-locking valves on all cylinders**
-  **Heavy duty bed extension & side steps**



DHOLLANDIA

[www.dhollandia.com](http://www.dhollandia.com)



## The IAM Annual Meeting & Expo is Now Virtual

We've taken the IAM Annual Meeting & Expo 100% virtual! Visit the [IAM Virtual Annual Meeting & Expo website](#) today to see how the new format will continue to deliver the experience and opportunities you need. We've combined our conference expertise with state-of-the-art software so that you can experience the networking and learning you need from the safety of your home or office.

[Register today](#) to take advantage of the **Early Adopter Rate of \$299 USD!** (available through August 31)

IAM has received a number of questions about this year's online meeting and [we have collected some videos](#) to show you all of the opportunities provided by the Swapcard system that will power the event:

- [Sponsoring and Exhibiting at IAM's new Virtual Conference](#)
- [How to Find Exhibitors](#)
- [How to Network](#)
- [How to use Swapcard](#)
- [What is Swapcard?](#)

### Networking, Learning Labs, Expert Panels and More

All of the components you expect and need at the IAM Annual Meeting will be present in the virtual environment, including robust one-to-one scheduled networking with other members and live sessions with industry experts.

[Register Now!](#)

We know that for many of our members, attending the Annual Meeting & Expo is one of the top benefits of your membership. We are working nonstop to bring you a comprehensive Annual Meeting experience that meets all of your needs.

[Learn more now at the Annual Meeting & Expo Website](#)



**The Law of Mr. Rogers: We work better with and buy from people we like. We sell ourselves more than the product or service. Be the kind of person people like and you will attract more business... and other people.**

Our family saw the movie about Mr. Rogers, starring Tom Hanks. Fred Rogers was one of those special individuals who dedicated his life to making the world a better place. His tool was children's programming on educational television. When the US Congress was considering slashing the educational television budget, Mr. Rogers testified before them and they wound up increasing it!

One thing everyone could say about Fred was that he was the same person in his private life that viewers saw on television. He lived out everything he said to the children watching him every weekday.

Fred was one of the most likable people on television for several decades. Although some made fun of his simplistic style of communication, they couldn't argue with his heart for others. It made him more likable.

I've never worked with a successful organization that had an unlikable person on both the front lines and in top management. Likable people attract other people in great numbers. Think of someone you know and respect. I'll bet they have a positive outlook on life and are likable.

*Likeability flows downward faster than upward.*

If you want to be successful as a leader in whatever you do... be it management, sales, customer service or instruction, the most important skill you can develop is likability.

Top sales professionals will tell you that they must be liked by the customer to sell to them. For a short stint years ago, I sold health insurance for a major company. I did very well, considering I was just starting out. But one day I realized this truth. People were buying from me because I came across as a person that you could sit and share anything with on the first meeting.

This became the "Law of Mr. Rogers." We buy from people we like. We sell ourselves first, before we sell a product or service. It's not the honors, the titles or the power that is of ultimate importance. It's what resides inside of us.

#### *Trust Factor Test*

Do you manage others? We like to work with people whom we trust, respect and like. Trusted leaders can get more from their workers, team and staff because of the relationships they have spent time developing with co-workers.

I'll prove it... Think of the three people you'll trust completely in your life. It can be family members, friends or work associates. Most people generally list family and friends in greater numbers. I will predict that less than 50% of the people reading this wrote down a co-worker.

Now, what if I asked your work associates the same question? Would your name appear on their lists? It's different when you see yourself the way others view you on the job.

*(Continued on page 17)*

(Continued from page 16)

*Even in a crowded room, likable leaders make people feel like they're having a one-on-one conversation, as if they're the only person in the room that matters. And, for that moment, they are. Likable leaders communicate on a very personal, emotional level.*

-Travis Bradbury

Likable people attract people to them before they hear their message. What can you do to expand your circle, grow your leadership, sell more and serve people better?

Look for ways you are like others around you. Emphasize those in day-to-day circumstances. So many people talk about differences today.

Your ability to connect is one of the most important tools you have for building trust in everyone you meet. John Maxwell says, "All good leaders are connectors. They relate well and make people feel confident about themselves and their leaders." The same is true for managers, sales executives and customer service representatives.

Whenever I call a stranger and get the receptionist, I try to connect with that person. First, they are due the value they deserve as a person doing their job. I write down information on the "gate keeper" and connect with what we have in common. I know some of them better than their bosses do!

Ron Horton tells the story about Walt Bettinger, CEO of Charles Schwab. Walt's business school professor gave a final exam to his students with just one question. "What is the name of the lady who cleans the building?" The students protested and asked if this was a question for credit. "Absolutely," he responded. "I've taught you everything I can teach you about business in the last 10 weeks, but the most important message, the most important question is this."

As he reflected on that final exam question, Bettinger talked about how it turned out. "It was the only test I ever failed, and I got the grade I deserved. Her name was Dottie, and I didn't know Dottie. I'd seen her, but I'd never taken the time to ask her name. Since that most important lesson, I've tried to know every Dottie I've worked with ever since."

How well do you connect with the "Dotties" you see every day? Are you aware that they are picking up on your cues and possibly connecting with others the way you treat them? It will change your personal leadership, your sales and your organization.

*Less direction; more connection.*

Listen to others more than you talk. John Maxwell says, "The leader who doesn't listen, soon will have followers with nothing to say." Wow! Have you ever been around someone who dominates the conversation or is a professional know-it-all? How do people react to them? They are not very likable, I would imagine.

*"Likable leaders truly believe that everyone, regardless of rank or ability, is worth their time and attention. They make everyone feel valuable because they believe that everyone is valuable.*

-Travis Bradbury

A pastor friend told me that a lady on his staff came to him humbly one day and said, "Pastor, you just don't listen sometimes." He felt gut-punched. When he got home, he told his wife and asked her opinion of how he should react. She said, "Honey, she is right. You don't listen that often."

He said from that moment on, he walked around with a notepad and wrote down what others were saying. It changed his leadership and the church. Suddenly, it became a more warm and friendly place for people to come, share and listen to one another... all because one person had the courage to be honest with him.

*"We are far more revealing by the questions we ask than the answers we give.*

*Answer briefly to sense where their questions are heading."*

-Kare Anderson

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**Live out who you say you are.** Successful leaders know they must be transparent and live by the standards they hold other people... and not give lip service. A crisis allows us to lead by example like no other time for the benefit of our people. People are always watching to see if you are the person your credentials and marketing say you are. Arrogance is listed as one of the most unlikable characteristics you can have.

Travis Bradbury says, “Few things kill likability as quickly as arrogance. Likable leaders don't act as though they're better than you because they don't think that they're better than you. Rather than being a source of prestige, they see their leadership position as bringing them additional accountability for serving those who follow them.”

Are you authentic with everyone you meet? Fred Rogers said, “I do think that children can spot a phony a mile away.” If your work is with adults, imagine how far away they can “see” where you are coming from. People are watching to see if you live by your values. Ask those on that list you made earlier how transparent they believe you to be.

The pandemic can be the best educator in reshaping our leadership, sales and service of other people. It can make or break us. Use this time to go on a self-discovery journey. Discover how to be more likable.

*“Some people are inherently likable.*

*If you're not - work on it. It may even improve your social life.”*

-Antonin Scalia

*I want people to miss something when I'm gone... and I'm sure you do, too. Learn from Fred Rogers and give more than is expected of you.*

Jim Mathis, IPCS, CSP, JMT. is *The Reinvention PRO™*, an International Platform Certified Speaker, Certified Speaking Professional, Member of the John Maxwell Team and best-selling author of *Reinvention Made Easy: Change Your Strategy, Change Your Results*. To subscribe to his free professional development newsletter, please send an email to: [subscribe@jimmathis.com](mailto:subscribe@jimmathis.com) with the word SUBSCRIBE in the subject. An electronic copy will be sent out to you every month. For more information on how Jim and his programs can benefit your organization or group, please call 407-369-7842, or visit our updated web site at: [www.jimmathis.com](http://www.jimmathis.com).

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**DHOLLANDIA**



# NCMA Public Service Announcement

The NCMA has issued our first ever Public Service Announcement to warn the public about the pitfalls of using illegal movers.

The video is on the home page of our website. Commissioner Floyd McKissick, Jr. introduces the video. It is also available on YouTube: <https://www.youtube.com/watch?v=cLTPHwJ9kz0>

We are in the process of releasing this video to the press so we can get wide coverage. Also, we will be providing the link to our members so you can include it on your websites also.

Board Member Dean Barrett of City Transfer & Storage was the driving force behind this project. Dean has long served the NCMA and is a Past President, Mover of the Year winner and a James T. Dorman Distinguished Service Winner. He wanted the Association to give our members tools to help deal with the problem of illegal movers.

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Ellis is still not old enough to tell GoGee to stop publishing his picture. What a difference a year makes. Finally get to see him regularly again!



## 2020 NCMA Calendar

All training and meetings have been canceled until further notice

We have started MRT Zoom Training

The NCMA can also do Zoom Training for your company. Contact the Association office for more Information.



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.