



Tar Heel Van

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SAVE THE DATE

Our annual convention and trade show will be
October 26-28, 2023

We'll be at the Embassy Suites Riverfront
Wilmington—right across from the Battleship USS
North Carolina.

DETAILS COMING SOON!

NCMA Board of Directors

NCMA Board of Directors

President—Mike Mather, Mather Brothers Moving, Garner

Vice-President—David Rushing, All American Relocation, Charlotte

Secretary/Treasurer—Kristie Allen, Two Men and A Truck, Fayetteville

2023 Directors:

Lucky Anneheim, Make a Move, Charlotte
Travis Few, Few Moves, Wilmington

Momo Martinez, Acme Movers & Storage, Morehead city, NC

Michael Zlotnik, Carey Moving & Storage, Rock Hill, SC

2024 Directors:

Chris Barringer, Barringer Moving & Storage, Newton

Cliff Crabtree, Crabtree Family Moving, Raleigh

Nick Fincher, Stewart Moving & Storage, Fayetteville

Paula West, Covan World-Wide Moving, Fayetteville

2025 Directors:

Maegan Allison, Miracle Movers of the Triad, Greensboro, nC

Dean Barrett, City Transfer & Storage, High Point

Thomas Kiser, Jr., Patterson Storage Warehouse, Fayetteville

Les Wilson, Two Men and a Truck, Durham, NC

Ex-Officio: Dru Burgin, Sells Service, Statesville

From the President

To the NC Movers Association Membership

I enjoy talking about the moving industry with anyone who has something to say. What I've learned from the most experienced people in our industry is to listen and learn. Ask questions and listen to as many viewpoints as possible. What other movers have to say can save you time and money or make you feel more optimistic. You may be able to help another mover in the process.

Many movers will tell you they are experiencing a slower first quarter compared to the last 3-4 years. Don't be too discouraged. We are in the same boat. Use this time to prepare for the peak-season. Get your trucks in tip top running condition, start the hiring process, order uniforms for your expanded crew, and stock up on paperwork. When May gets here, there will be more demand for our services than we can supply collectively.

On a different note, it's nice to see trucks and other mover-related equipment is being advertised through the NCMA. Please let Pam know if you are selling equipment so she can let our membership know about it. A fellow NCMA member may be looking to buy what you are selling. It's a nice perk of being an NCMA member.

Thank you all for your continuing support of the NCMA. I hope you have a safe and prosperous 2023.

Mike Mather



Mike Mather
Mather Brothers
Moving Company
Garner, NC

mike.mather@matherbrothers.com



NCMA Board of Directors

Front Row: Cliff Crabtree, Crabtree Family Moving & Storage; Dru Burgin, Sells Service, Paula West, Covan World-Wide Moving; Maegan Allison, Miracle Movers of the Triad; Mike Mather, Mather Brothers Moving

Second Row: Dean Barrett, City Transfer & Storage; Lucky Anneheim, Make a Move, Thomas Kiser, Jr., Patterson Storage Warehouse; David Rushing, All-American Relocation; Momo Martinez, Acme Movers & Storage

Not Pictured: Kristie Allen, Two Men and Truck; Chris Barringer, Barringer Moving & Storage; Travis Few, Few Moves; Nick Fincher, Stewart Moving & Storage; Les Wilson, Two Men and A Truck; Michael Zlotnik, Carey Moving & Storage

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North Carolina troopers are using AI to catch texting truckers

Compliments of: carolinacoastonline.com

NCHP has deployed equipment along I-40 to curb distracted driving by commercial vehicle drivers.

According to the report, the new technology uses cameras to take still photos of a passing truck's plates, as well as of the driver inside the cab. Then Artificial Intelligence (AI) technology within the system is used to determine if the truck driver is using their phone or is otherwise distracted. The AI system then notifies troopers stationed nearby within a matter of seconds so that a traffic stop can be performed. The company website says that the technology can even provide police with "a countdown timer indicating when the vehicle will pass the officer."

Fines up to \$100 could be issued.

The technology can also identify seatbelt violations. The technology would focus on commercial vehicle drivers, not passenger vehicle drivers, according to the report.

It is against the law for commercial truck drivers to be holding their cell phones while driving.

The technology is provided by Acucensus, an Australian-headquartered company that specializes in solutions that detects illegal driving behaviors.



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Supplemental

ncmovers.mybeneperks.com



2023 Brake Safety Week

Brake Lining/Pad Violations



The Commercial Vehicle Safety Alliance (CVSA) has scheduled Brake Safety Week for August 20-26, 2023.

According to CVSA, out of adjustment brakes and brake system violations represent half of out of service violations for commercial motor vehicles. Improperly installed or poorly maintained brake systems can reduce braking capabilities and stopping distance for commercial motor vehicles which poses a serious safety issue on our roadways.

2023 Focus: Brake Lining/Pad Violations

This year's focus will be on brake lining/pad violations. Throughout the week inspectors will be conducting regular inspections with a focus on brake systems and removing vehicles with out-of service violations from roadways. All brake related inspection and violation data will be reported to CVSA.

In April 2023, CVSA conducted an unannounced brake safety day. As a result, 6,829 commercial motor vehicles throughout North America were inspected. As a result, 773 commercial motor vehicles were restricted from travel due to brake-related issues.

Top 3 out of service conditions found during Brake Safety Day 2023:

- Brake Violations- 479
- Other Brake Violations- 368
- Steering Brake Violations-81

What are inspectors looking for?

During the brake portion of a Level I or Level V inspection inspectors will be:

- Checking for missing, non-functioning, loose or cracked parts.
- Checking for contaminated, worn, cracked and missing linings or pads.
- Checking for S-cam flipover.
- Listening for audible air leaks around brake components & lines.
- Checking that slack adjusters are the same length and air chambers on each axle are the same size.
- Ensuring the brake system maintains air pressure between 90-100psi and measure pushrod travel.
- Inspecting for non-manufactured holes and broken springs in the spring brake housing section of parking brake.

- Inspecting required brake system warning devices such as anti-lock braking system malfunction lamp and low air-pressure warning devices.
- Inspecting the tractor protection system, including the bleedback system on the trailer.
- Ensuring the breakaway system on trailer is operable.

How can motor carriers prepare?

Inspection of visible portion of brake lining and pads should be included in your pre & post trip inspections.

Check for:

- Signs of missing lining
- Adequate lining on shoe
- Signs of leaks that may contaminate the lining/pad surface
- Visible cracks or voids in lining block
- Exposed rivets or loose lining blocks

Ensure any issues noted during inspection are documented and reported accordingly so repairs can be made. In addition, ensure all repairs are consistent with manufacturer's requirements and guidelines.

Resources

- [CVSA- Operation Airbrake](#)
- [CVSA-Brake Safety Week 2023](#)
- [HUB Risk Services- Fleet Risk Management](#)
- [CVSA Brake Safety Week 2023 Flyer](#)

Should you have any questions or need any assistance, please contact HUB Risk Services Division.

We're HUB

When you partner with us, you're at the center of a vast network of experts. We advise you on how to confidently identify, quantify and reduce risk through tailored solutions, so that you can protect what matters most: your people, your property, and your profitability.

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The Power of Virtual Estimates

By Ryan Gaus, SVP of LiveSwitch

We live in an age where your grandma knows how to FaceTime and Zoom has become a noun, adjective, and verb... but home service professionals still routinely schedule home visits for "Tuesday between 8am and noon," then hop in the truck and drive out to the home, just to tell a prospect how much it'll be to paint their living room, or what it's going to cost to pack up their condo and move it across town. It's kind of crazy when you think about it.

LiveSwitch Contact is looking to change the paradigm and give movers and other home service professionals (ahem) "another tool in the toolbox" by bringing virtual video estimates to the masses.

It's true that virtual video estimates are not a totally new concept, but there are several things that have prevented them from being more widely adopted:

1. They don't always work on any device.

Even though my grandma does, in fact, know how to use FaceTime, she can't figure out how to video call with my brother on his Android phone, or my aunt who prefers to use her laptop.

2. They often require a customer to download an app.

This is a huge point of friction. Who likes downloading an app for what will probably be a one-time use, from the perspective of the customer?

3. They aren't instantaneous.

Most of the virtual estimate solutions I've seen still require an appointment to be scheduled for some point in the future, and cannot happen right then and there.

4. You can't always record the session.

This is generally true of solutions like FaceTime, WhatsApp, and Skype. This is not ideal if you later need to review the customer's preferences and requests for the job, or the list of inventory for that condo move.

Luckily, LiveSwitch Contact has been built with all of these common pitfalls in mind, helping moving companies avoid them.

The home service professionals I've spoken with overwhelmingly agree that virtual estimates are the future. Aside from the obvious time- and cost-savings, other benefits may be less apparent at first glance.

(Continued on page 11)

(Continued from page 10)

One owner of a moving company I recently spoke with told me that they are able to provide 2x the number of estimates compared to what they were able to do previously.

Another service professional mentioned that implementing virtual estimates has allowed him to win more business on the spot, noting "Rather than scheduling an in-home visit later in the week, and allowing [the customer] to call around to other providers and get other quotes in the meantime, I'm able to start a video session right then and there."

Yet another mentioned that it shows her customers from the very first interaction that they are "easy to do business with and are customer-centric."

There's one thing I may disagree on with the home service professionals I spoke with, however. Virtual estimates don't need to be the future. With tools like LiveSwitch Contact, they can be easily implemented today.

The NCMA is offering a webinar about the use of video in the moving industry. The webinar will be held on April 18 at 1:00 p.m. and will be presented by LiveSwitch Contact and MoveUp Consulting. LiveSwitch is a new associate member. This webinar is another benefit of being a member of the NC Movers Association.

Register for the webinar here:

<https://register.gotowebinar.com/register/8142997838934799450>

4 Ways Video Can Benefit Your Moving Business

In 2023, the use of video is exploding in the moving industry. If you're looking to grow your moving company and interested in how technology can help, attend this webinar where you'll learn how using live and recorded video is helping moving companies:

- 1) Book more jobs.*
- 2) Get more 5-star reviews.*
- 3) Hire better candidates.*
- 4) Properly defend against unjustified claims.*

This hour-long event will be led by LiveSwitch executive James Hatfield and Winston Davis, owner of MoveUp Consulting.

Please note that this is an educational event and not a demonstration of LiveSwitch Contact.



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Neil Nepiarsky



Kasey Marvin

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RENOWNED SERVICE

As you will experience at New Haven, customer service is not simply a slogan but is at the heart of who we are. Many of our salespeople and managers have been in the industry for decades and know first hand the challenges and unique needs of professional movers. When you call us or enter our New Haven locations, you can count on expert support, customized solutions, prompt & friendly service, fast turn-around and prompt deliveries. You matter to us, and so does your time. Since 1911, we have been putting our customers first.



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- 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.)

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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.

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The United Brokerage Liftvan, has outstanding characteristics for ease of use, reusability, and water resilience. It is designed to meet overseas shipping requirements.

- This Liftvan reduces approximately 50% of the vibration as compared to wood.
- Total weight 160 lbs empty....Saves up to 200 pounds in shipping weight.
- The Liftvan takes only one person to set up for loading in approximately 5 minutes.
- There are no nails or hammering, just strapping.
- Unloading is performed by removing the long strapping and opening the doors at either end. (always keep one set of doors closed at all times)
- The Liftvan can be easily knocked down for storage.
- The Liftvan is recyclable.
- Heat Treated 4-Way forklift entry standard
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Type 1 Liftvan
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- Set up / knock down in minutes
- Easily stores flat • Stack-able
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- 87x47x87 • Shroud Available
- Splinter free (splinters are the biggest worker comp issue associated with wood liftvans.)
- Weighs 160Lbs. (200Lbs. less weight compared to wood)



Wheaton | Bekins would like to congratulate our North Carolina agents on their excellence in moving in 2022!

A.V. Dedmon Trucking, Inc., of Shelby, N.C., celebrated its 70th anniversary as an interstate agent for Bekins Van Lines, Inc., in 2022.

Bekins Moving Solutions, Inc., of Goldsboro, N.C., earned the 2022 Bekins Diamond Sales Award.

Make A Move, of Charlotte, N.C., earned the 2022 Customer Loyalty Award and the Bekins Agent of the Month Award for October 2022.

Mather Brothers Moving Company, of Goldsboro, N.C., earned the 2022 Wheaton Silver Hauling Award.

Interested in joining the Wheaton | Bekins network? Visit www.joinwheatonbekins.com or contact Gregg Boreani at Gregg_boreani@wvlcorp.com or 317-558-0771 for more information.



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Herren Carolina Moving & Storage Starts the New Year with a Bang, Named Mover of the Month for January 2023

Each month, Move For Hunger highlights a moving company that has gone above and beyond with their work to fight against hunger. The first company of 2023 to be awarded with this honor is Herren Carolina Moving & Storage!

Herren Carolina Moving & Storage, based in Charlotte, NC, started the year with a bang by helping with 6 different food drive pickups from apartment communities in January. In total, the moving company transported nearly 800lbs of donations to the Second Harvest Food Bank of Metrolina.

"Hunger in any context and of any form in today's society is heartbreaking," said Wade Stroupe, Jr., the General Manager of Herren Carolina Moving. "Second Harvest Food Bank has been our primary recipient of donated foods. We hope to keep assisting them, so they may continue the wonderful job they do in helping those in need in our greater Charlotte area."

Herren Carolina joined the Move For Hunger network in 2018 and has since helped transport over 3,100lbs of donations from various food drives and events. This provides over 2,600 meals to communities in need.

In North Carolina, more than 1.2 million people are struggling with food insecurity, including nearly 400,000 children. Every donation transport our network makes helps put food on the table for families who don't have enough.

If you are a mover and would like to make a difference in the communities you serve, consider joining the Move For Hunger network!

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. Feel free to show this to your customers or add it to your website!

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>



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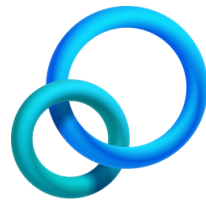


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Welcome New Associate Members

LiveSwitch



LiveSwitch
Contact

Welcome Mover Members

Spaces Premium Movers, Inc.—Bolivia

Trinity Movers, LLC—Fletcher

Fast Lane Moving and Logistics, LLC—Robersonville

The Shuttle Movers, LLC—Chapel Hill

A Cut Above Moving and Relocation—Wilmington

Pink Zebra Moving of Wilmington—Wilmington

Uwharrie Moving & Delivery, LLC—Albemarle

CWTC Moving & Storage, LLC—Greensboro

Thanks to all our Associate Members!

Kentucky Trailer



moveBuddha



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PARTNER COMPANIES



2023 NCMA Calendar

April 12—NCMA Board of Directors via Zoom

April 13—Claims, Valuation and Insurance Seminar

April 18—4 Ways Video Can Benefit Your Moving
Business Webinar

Contact the Association Office for details



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.