

The Communicator

T H E C A L I F O R N I A M O V I N G & S T O R A G E A S S O C I A T I O N

EVENTS UP AHEAD...

2012 Independent Contractor Seminars

Tuesday, February 21, 2012
10:00 a.m.— 2:30 p.m.
The Clubhouse at Las Positas
in Livermore, CA

Thursday, February 23, 2012
10:00 a.m. — 2:30 p.m.
The Holiday Inn at
Long Beach Airport
in Long Beach, CA

CMMSA's 94th Annual Convention

April 10-15, 2012
John Ascuaga's
Nugget in Sparks, NV

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FMCSA Keeps 11th-Hour Limit for HOS Rule

Industry observers had hoped for better. The Federal Motor Carrier Safety Administration (FMCSA) has decided to uphold the current 11-hour driving limit for hours of service (HOS) regulations, due to the "absence of compelling scientific evidence" to modify the limit. The agency also approved the break and restart provisions with some modifications. With a few exceptions, drivers must be in compliance of the final rule by July 1, 2013.

FMCSA officials believe that with an 11-hour limit, there would be a reduced likelihood of driver fatigue, fatigue-related crashes and fatigue-related health effects. During the months preceding this final rule, FMCSA has reviewed many studies of the effects of nine-hour, 10-hour and 11-hour driving limits on drivers' health and business cost. The nine- and 10-hour driving limit showed negative net benefits and neutral net benefits, compared to the 11-hour driving limit that showed positive net benefits.

The driving limit remains unchanged because the current available data doesn't prove the "statistically significant distinc-

tion between the crash risks associated with any two adjacent hours of work," said FMCSA officials. Therefore, in adherence to President Obama's Executive Order of "Regulatory Flexibility, Small Business and Job Creation and the Administrative Procedure Act, the evidence necessary for the agency to adopt a new regulation does not exist.

Federal regulators are optimistic to the decisions that were made regarding the HOS rule.

"This final rule is the culmination of the most extensive and transparent public outreach effort in our agency's history," said FMCSA Administrator Anne S. Ferro in a press release. "With robust input from all areas of the trucking community, coupled with the latest scientific research, we carefully crafted a rule acknowledging that when truckers are rested, alert and focused on safety, it makes our roadways safer."

"Trucking is a difficult job, and a big rig can be deadly when a driver is tired and overworked," said

(HOS Rule cont. on page 5)

Chairman's Corner

By: Dennis Doody

It's hard to imagine that we are starting a New Year. Happy 2012!! This is the time of year where we all start, or should, make all those New Year's resolutions. You know? Losing weight, exercising more, reading more, going to church, running a 10K race.....Well, OK...these are some of my personal resolutions.

I was talking to a friend about his resolutions for 2012 and his were similar to mine. He explained that he needed to lose weight and that he was going to start working out six times a week. So, he hit the gym Monday, Wednesday and Friday and the track on Tuesday and Thursday. Saturday was the day to mix up the routine with a bike ride, paddle board or anything else that might come to mind. It sounded like a good plan, but my friend has a family with a wife and two kids, and has never worked out before. Now, we all know that he is destined to miss a day for one reason or another and once he misses it, he will think he has failed. And then



it's back to his old ways. Maybe he'll do it next year?

I think we all are guilty of making lofty resolutions or goals that are destined to fail from the beginning. My personal goals this year are going to be more defined. I will: work out three times a week, run the Super Bowl 10K, go to church once a month, drink more water than soda, and read three books. These resolutions are defined, reasonable and sustainable throughout the year. I think it is very important to write them down and share them with others. This way you are committed and accountable for your resolutions.

I also have many business resolutions that I have shared with you in my previous articles. I have tried to define each goal for myself and for Blue Chip so I can track the progress throughout the year. In addition, I always try to evaluate my resolutions as the year progresses. I think it is important to be realistic and flexible with business resolutions because business is fluid. So your resolutions must be fluid as well.

That being said, what are your personal resolutions for 2012? What are your business

(Chairman's Corner continued on page 4)



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President's Comments

By: Steve Weitekamp



Happy New Year! 2012 is upon us, and now is the time to prepare for the year ahead. CMSA continues to focus on the work required to serve our members and to be a valued resource. In the first days of January, your Association emailed the principal contact of each member company a CMSA Membership Certificate in a PDF format. Along with the certificate was information and links to our upcoming Independent Contractors Seminars, February 21st and 23rd, as well as our 94th Annual CMSA Convention on April 10-15 in Sparks, NV. Your Board was enthusiastic about the opportunity to provide members with an annual membership certificate in an electronic format. We hope that you will print copies for your office and utilize this document as a physical and/or electronic attachment to bids or any opportunities to promote your membership in our professional Association to your potential new and existing customers and the moving public. If you have not seen a copy of your company's membership certificate, and want to make it a part of your sales process, please check with your office or call CMSA to see who in your company received the email.

We are bombarded by change and our business success can be enhanced by our ability to adapt and learn new things. Social media and marketing continue to grow and play an ever more prominent role in our culture. Over the holidays, I dedicated time to the Twitter social media platform. I wanted to learn about the culture of Twitter and the how's and when's of the tweeting community. It is a learning process, but I see value in the service and have connected with valuable resources. If you already have an account, follow me @cmsa1 and, if you haven't visited the site, it is definitely worth a look.

One of the more difficult aspects of the passing of time, more frequently considered with the ending of one year and the beginning of another, is the reality that people about whom we care and rely on, pass in and out of our lives regardless of our desires or plans. CMSA staffer

(President's Comments continued on page 4)



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(Chairman's Corner continued from page 2)

resolutions for 2012? Are they defined, reasonable and sustainable? Have you written them down and shared them with someone else?

I have written down my goals for you all to hold me accountable. I hope that when you see me next time, you will ask if I ran the 10K race or if I read any of the three books. My answer will hopefully be "yes."

Wishing you and your families a happy and prosperous 2012.

(President's Comments cont. from page 3)

Mary Scott decided she would end her work career in the final days of 2011 and begin a new phase of her life, centered on family and friends in the new year. Over the past two years, Mary was successful in ensuring that CMSA's financial records and receivables were professionally managed, and she leaves us in a good position. It is clear to all that Mary was a valued member of our team, and will be missed. CMSA and I are grateful to Mary for her service and care for the Association and its members.

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(HOS Rule continued from page 1)

Transportation Secretary Ray LaHood on his website. "This final rule will help prevent fatigue-related truck crashes and save lives. Truck drivers deserve a work environment that allows them to perform their jobs safely."

The agency adopted a similar break provi-

sion in the notice of proposed rule-making. Commercial drivers who had eight consecutive hours on duty since the last off-duty period must take a break of 30 minutes or more before driving. Research has shown that the risk of ac-

cidents for drivers decreases substantially after a break; off-duty breaks will maximize the greatest benefit in risk prevention. For example, a driver can take a half-hour break after a three-hour drive, and start driving again for eight consecutive hours, a total of 11 hours. By extending the latest point in which they can take their

breaks between the 7th and 8th hour, drivers will have greater flexibility fitting breaks into their hectic schedules.

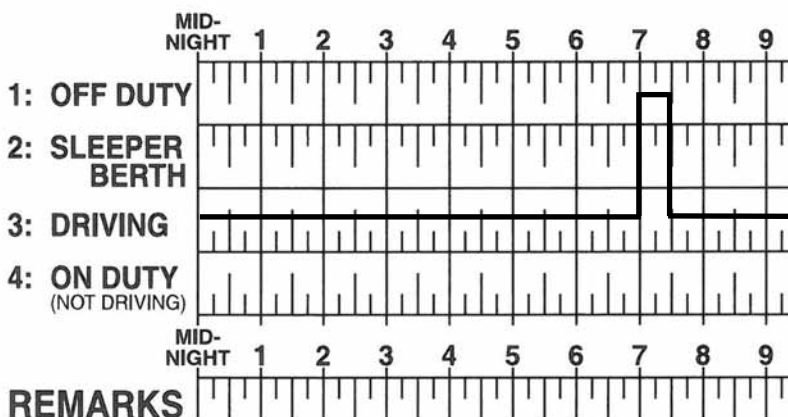
The federal agency has also approved the restart provision with one variation: instead of including two periods between midnight and 6 a.m., the restart requires at least 34 consecutive hours covered and includes at least two periods

between 1 a.m. and 5 a.m. This four-hour window allows drivers more flexibility (a concern drivers had voiced in the comment period) in ending and beginning the restart than the proposed six-hour time-frame. The only

drivers impacted by this provision, according to federal regulators, are night drivers who work heavy and irregular schedules of 60 to 70 hours per week. It also doesn't affect drivers who are not using the restart to work extra hours.

A limitation has been set by the final rule in

(HOS Rule continued on page 6)



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National Summary of Large Trucks Involved in Crashes

Number of Large Trucks Involved in:	2006	2007	2008	2009	2010
Fatal and Non-Fatal Crashes (FARS & MCMIS)	147,728	148,137	134,310	111,052	NA
Fatal Crashes (FARS)	4,766	4,633	4,089	3,215	NA
Fatal Crashes (MCMIS)	4,970	4,809	4,234	3,359	3,285
Non-Fatal Crashes (MCMIS)	142,962	143,504	130,221	107,837	112,379
Injury Crashes (MCMIS)	60,481	58,292	51,948	42,954	44,310
Towaway Crashes (MCMIS)	82,481	85,212	78,273	64,883	68,069
HM Placard Crashes (MCMIS)	2,281	2,309	2,666	2,450	2,559
Number of:					
Fatalities (FARS)	5,027	4,822	4,245	3,380	NA
Injuries (MCMIS)	84,448	80,352	71,672	59,703	60,627

The MCMIS Crash File is intended to be a census of trucks and buses involved in fatal, injury and towaway crashes; however, some States do not report all FMCSA-eligible crashes. FMCSA continues to work with the States to improve data quality and reporting of all eligible truck and bus crashes to the MCMIS crash file.

(HOS Rule continued from page 5)

using the restart once every 168 hours, or 7 days. Drivers are allowed to work long hours in one week but are required to balance out those hours in the following week by taking extra time off. Essentially, this restricts drivers to work an average of 70 hours per week, versus the 82 hours permitted in the 2003 rule. By making this change, FMCSA believes this would reduce the chronic fatigue, risk of crashes and a number of health conditions created from working long daily and weekly hours on a regular basis.

Not all of the proposed changes last year were adopted in the final rule. The agency has ignored its proposed 13-hour limit for on-duty

time within the 14-hour maximum driving rule to help streamline the HOS regulations. FMCSA also ignored the proposed duty period extension to 16 hours twice a week as it provides a startling increase in risk of crashes than driving hours during the beginning of an on-duty period.

The transportation industry in general opposed the proposed changes as they were considered onerous and unnecessary.

“[The] FMCSA has chosen to eschew a stream of positive safety data and cave in to a vocal anti-truck minority and issue a rule that will have no positive impact on safety,” American Trucking Association (ATA) President and CEO Bill Graves said on the association’s

(HOS Rule continued on page 7)



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(HOS Rule continued from page 6)

website. "This rule will put more truck traffic onto the roadways during morning rush hour, frustrate other motorists and increase the risk of crashes."

Owner Operator Independent Drivers Association's (OOIDA) Executive Vice-President Todd Spencer said in a press release: "The changes are unnecessary and unwelcome and will result in no significant safety gains. The hours-of-service regulations should instead be more flexible to allow drivers to sleep when tired and to work when rested and not penalize them for doing so. It's the only way to reach significant gains in highway safety and reduce non-compliance."

Industry experts also contend that the 11-hour time limit is used far less than what the FMCSA estimates. According to

the ATA and other industry associations, the 34-hour restart provision is used most often to make recordkeeping easier and for schedule

flexibility, not to work the maximum number of hours. Thus, the FMCSA's economic analysis had overstated the use of the 11th hour and restart provisions. ATA argues that the drivers who used the restart provision applied it to extend time off duty, not to maximize hours on the roads. They also contend that the fewer use of the provisions meant that fatigue wasn't a significant issue, but that changing the provisions would "impose high costs." The Edgeworth study, commissioned by the ATA, showed that "if the use of the provisions was less" than estimated by the FMCSA, the costs and net benefits of the rule would be reduced.

FMCSA recognizes the decline in crashes and crash rates that have been pointed out by industry experts,

(HOS Rule continued on page 8)



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(HOS Rule continued from page 7)

but attributes the causes to other factors than the 2003 rule. According to the Agency, crashes and crash rates for trucks and cars declined starting in the 1970s and have continued to decline for both models. Besides declines during economic recessions, the Agency believes there are other possible factors that have contributed to these declines, such as improved vehicle and road design. Though the 2003 rule has certainly not made commercial drivers less safe on the road, the decline of crashes could not be singularly attributed to the rule.

The agency contends that the restart provision will not increase paperwork for drivers. They also argue that drivers who don't use the provision to extend work hours will not have their productivity affected by this rule. No one needs this provision to extend off-duty time as it is only useful to minimize off-duty time. Drivers work hours will not be drastically reduced, says the agency. Drivers have the ability to work 81 hours in one week and be able to average 70 hours of work a week over time.

The FMCSA also notes that the industry has provided no data or explanations to support the

economic burden posed by the rule. If these provisions are used as little as the industry claimed, then there wouldn't be a 10 to 40 percent reduction in revenue as industry experts have claimed. Industry officials have also failed to attempt to address the issue of the health impacts of long work hours and sleep loss, which contributes to a hefty amount of research done on the health effects of drivers. The industry hasn't submitted any statistically usable data to the agency on crash rates. Due to the lack of evidence provided by industry experts, the FMCSA has no other reason than to approve the current changes to the HOS rule.

The agency's decision will not be the end, hinted ATA's Graves.

"If there is a positive in this rule, it is the lengthy period of time before it becomes effective," Graves said of the rule's compliance date. "This will give ATA time to consider legal options. And, by delaying implementation of this rule, the agency is acknowledging there is no safety crisis on our highways."

For more information, the FMCSA's HOS rule comparison table will be published in the February 2012 Communicator issue.

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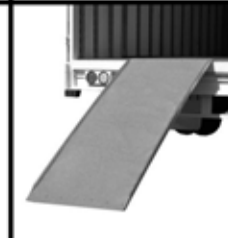
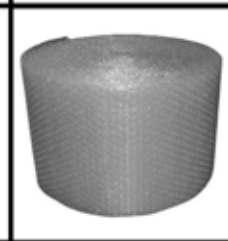
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CMSA Member Royal Hawaiian Movers Joins The Fight Against Breast Cancer

Nearly everyone has been affected by breast cancer in some way: A mother, a daughter, a grandmother, teacher, or friend. In Hawaii alone, about 860 women are diagnosed each year with this disease. This year, Hawaii moving company Royal Hawaiian Movers joined the national breast cancer movement and did their part to make a difference.

Hawaii mover Royal Hawaiian Movers both recognizes and understands that saving lives from breast cancer can start with one walker, one team, and one dollar at a time. Twenty-three team members of Royal Hawaiian Movers dedicated their Saturday morning to

walking and raising money as a team in this year's American Cancer Society Making Strides Against Breast Cancer event in Honolulu. They were honored to participate in this year's event,

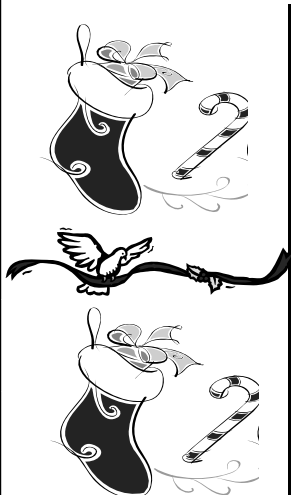
proudly ranking 21 out of 100 teams for the most donations earned.

The annual Making Strides event has fought the fight against breast cancer for decades, both raising awareness and donations to find cures, and supporting programs for people affected by

this disease. Since 1993, almost 7 million participants across the country have come together and have successfully raised more than \$400 million for the cause.



OC/LA Joint Meeting Donated Toys to Children's Hospital of Los Angeles



Message from Greater Los Angeles Chapter President Patrick Longo:

Our 5th annual Holiday O.C./L.A. Joint Chapter meeting was held on Tuesday, December 6th. We had another great turnout where more than 80 donated toys and gifts were collected and turned into the Children's Hospital of Los Angeles on behalf of both chapters and vendors. Thank you all once again for making a difference in a child's life.

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- ❖ What fines and penalties your company could be facing;
- ❖ What it means for Independent Contractors to be arms-length businesses;
- ❖ What facts and practices an auditor will examine to build a case against your company;
- ❖ What are the determining factors when deciding whether someone is an Independent Contractor or an Employee with special focus on Moving Industry examples;
- ❖ How to legally and legitimately tweak your contracts, paperwork, protocol and practices to tip the "balance of factors" in your favor;
- ❖ What might an Independent Contractor audit questionnaire look like; and
- ❖ Why you should not blindly follow the lead of your past practices, the Van Line or your esteemed colleague or competitor; it's time to think for yourself and take action.

Presenters:

**CMSA Association Counsel Mark Hegarty, Hegarty Law Offices
CMSA President Steve Weitekamp**

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New Laws Affecting California Business in 2012

The California Chamber of Commerce this week released a list of new employment laws scheduled to take effect in 2012 or earlier that will have an impact on business in California. These include, but are not limited to:

- **Credit Check.** AB 22 prohibits employers and prospective employers, not including certain financial institutions, from obtaining and using consumer credit reports (credit information) about applicants or employees. The prohibition does not apply to "managerial positions," defined as those who qualify for the executive exemption from overtime. There are also other limited exceptions.



- **Pregnancy Disability Leave.** SB 299 requires all employers with five or more employees to continue to maintain and pay for health coverage under a group health plan for an eligible female employee who takes Pregnancy Disability Leave (PDL) up to a maximum of four months in a 12-month period.
- **Willful Misclassification of Independent Contractors.** SB 459 provides new penalties of between \$5,000 to \$25,000 for the "willful misclassification" of independent contractors.
- **Written Commission Agreement.** AB 1396 requires employers who have commission pay arrangements to put those

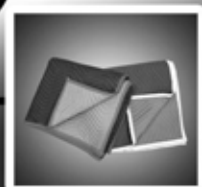
(New Laws of 2012 cont. on page 13)



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agreements into a signed written contract. The written contract must set forth the method by which the commissions will be computed and paid.

The bill is effective January 1, 2013. Employers have the entirety of 2012 to bring their commission agreements into compliance.

- **Notice of Pay Details.** AB 469 requires employers to provide non-exempt employees, at the time of hire, a notice that specifies:
 - The rate of pay and the basis, whether hourly, salary, piece commission or otherwise, including any overtime rate;
 - Allowances, if any, claimed as part of the



minimum wage, including meal and lodging allowances;

- The regular pay day designated by the employer as required under the Labor Code;
- The name of the employer, including any “doing business as” names;
- The physical address of the employer’s main office or principal place of business and any mailing address, if different;
- The telephone number of the employer; and
- The name, address and telephone number of the employer’s workers’ compensation carrier.

Source: California Chamber of Commerce, Alert



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Northern Region Chapter hosted its Annual Crab Feed

The Northern Region Chapter's Crab Feed on Friday, December 9th, 2011, was a huge success! Congratulations to Danny Shane of NC Moving & Storage Solutions. Danny was nominated and elected as our Northern Region Chapter Vice President.

Although we didn't sell out for the Crab Feed this year, those who attended stuffed themselves with fresh sweet crab, salad, pasta and garlic bread. There was plenty of crab to take home as well.

Thank you to our sponsors! Arrow Truck Sales, Box Brothers, Boyett Petroleum, New Haven Moving Equipment, Paul Hanson Partners Specialty Insurance and J & S Paper. Their

investment is instrumental in raising money for the Scholarship Fund.

Special thanks to Boyett Petroleum for also sponsoring the bar as well as bringing ALL the



Almond Rocca raffle prizes. Almost everyone won something and some were lucky to win more than once!

We appreciate all the guests attending who brought great raffle prizes. We even had two affiliates send gifts even though they could not attend ...

that's dedication to our Chapter! Also, a really BIG thank you goes out for the grand prize, a 37-inch ultra-thin LCD color television!

Wow, sorry if you couldn't make it this year

(Crab Feed continued on page 15)

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(Crab Feed continued from page 14)



for the great food, prizes and camaraderie. We hope you'll plan to join us next year.

If you haven't had the opportunity yet, we hope you will buy tickets for the "Week In Paradise" raffle drawing to be held at the CMSA Convention in April. Go to the CMSA website and look at the flyer describing your seven-night stay at The Whaler on Kaanapali Beach in Maui.

We also would like you to assist in selling tickets to friends, family and associates between now and April. Please contact Chapter President Karl Anderson at anderkarl@yahoo.com for a supply of tickets. Tickets are \$30 each or four for \$100. The retail value of this vacation is approximately \$3,000 ... what a great deal for the winner and all funds raised will go directly to the Scholarship Fund and Special Olympics!

CMSA Members Win 2011 United Customer Choice Awards

United Van Lines is proud to recognize the 2011 Customer Choice Award winners. These agents, who were chosen from the 383 agencies participating in United Van Lines' comprehensive customer Survey Process, and a number of other quality measures. The 2011 Customer Choice Awards were presented in seven categories based on the total volume of household goods shipments registered. Below are the CMSA Members who have been given such awards:

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Honorable Mention

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Calendar of Events

Wed., February 8	San Diego Chapter Meeting	Thurs., March 1	O.C./Beach Cities Bowling Tournament
Thurs., February 9	Central Coast Chapter Meeting	Sat., March 10	Central Coast BBQ Fundraiser
Sun., February 19	Ventura/S. Barbara Bowling Tournament	Wed., March 14	San Diego Chapter Golf Tournament
Tues., February 21	Greater Los Angeles Chapter Meeting	Thurs., March 15	Sacramento Chapter Golf Tournament
Tues., February 21	10:00 a.m. - 2:30 p.m. Independent Contractor Seminar The Clubhouse in Las Positas (Beeb's Sports Bar & Grill) 915 Clubhouse Drive, Livermore, CA CMSA Member Price: \$140	Thurs., March 22	Northern Region Chapter Golf Tournament
Wed., February 22	Northern Region Chapter Meeting	Wed., March 28	Twin Counties Golf & Bocce Ball Tournament
Thu., February 23	10:00 a.m. - 2:30 p.m. Independent Contractor Seminar The Holiday Inn at Long Beach Airport 2640 N. Lakewood Blvd., Long Beach, CA CMSA Member Price: \$140	Sat., March 31	North Bay Bocce Ball Tournament
		Sun., April 1	Greater L.A. Chapter Day at the Races
		April 10-15, 2012	CMSA Convention in Sparks, NV

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Is *The Ultimate Question* the Final Question?

By: Jeff Rendel, Certified Speaking Professional

"You will not believe how high my *Net Promoter Score (NPS)* is," said a leading executive over lunch a few days ago. "But my organic growth rate is nil."

His customers were saying one thing doing another.

"Maybe asking *The Ultimate Question (aka NPS)* should not be your final question," I replied. "Gauging commitment is different from keeping commitment."

"Would you recommend us to a friend?" – *The Ultimate Question* – is a gauge of customer loyalty and advocacy. One can read about it in Fred Reichheld's book, *The Ultimate Question*.

The *NPS* measures: 1) A customer's willingness to buy from you again; and, 2) His motivation to refer you to someone. It makes sense and is backed up with ample statistics and correlations.

But, gauging commitment is different from gaining and keeping commitment. Just be-

cause someone says they will buy from you again, and refer you to someone they know doesn't mean they *will*.

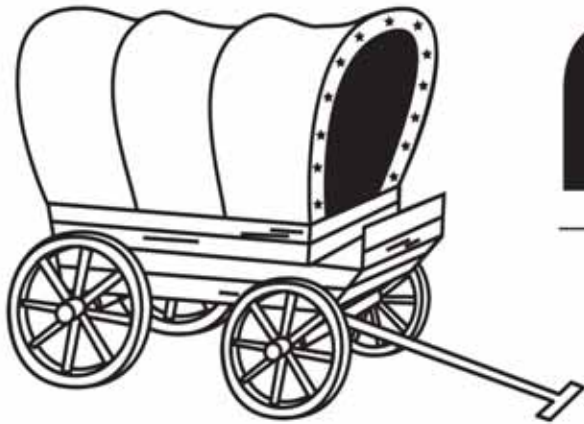
The Ultimate Question is not the final question. We need to ask more questions. Now, what does one do?

First, measure your *NPS*. Be as complex or simple in your measurement tools as you need to be. Find out who will buy again and who will spread the good word about your business.

Then, depending on your job, ask more questions. After all, we're all responsible for growing commitment from our customers.

For the customer service professional: Think a step beyond the transaction at hand and propose a solution that shows you are a promoter for your customer. Rather than only completing the transaction, study the customer information you have (on the screen or in your mind) and present a way that your company can make life just a bit better.

(*The Ultimate Question* cont. on page 18)



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(The Ultimate Question cont. from page 17)

For the business development or sales professional: Look closely at your customer's business needs now, in the future, and done elsewhere. Determine if you can offer a better deal at your company. Can you offer a better rate or price? Does offering a bundled package make sense? Do you offer relationship-based pricing for current customers? Will you sacrifice some profit in the near-term for a consistent stream of longer-term revenue?

For the marketing professional: Distinguish why your most loyal customers choose you. This involves segmenting those with high NPS scores or high use of products. You want answers from the 20 percent who give you 80 percent of revenue.

For the executive: Don't waste time holding meetings. Get your entire company involved in customer service – now. Contrary to popular belief (and consultant billing statements), it doesn't take 24-36 months to rebuild or re-brand. Your customers simply will not, and should not, wait.

What's needed is an enterprise-wide under-

standing that: 1) Most customers won't bring in new business until you ask; and 2) Most customers won't send your company referrals until you ask – and the odds are still low. However, when your customers believe that your true interest is in earning their commitment, they will watch for ways to bring you more of their business and they will mention your company as they hear of needs from their colleagues. These customers believe in your company.

What we need are believers – believers who do not consider another option when it's time to buy again and who recommend you to another when the occasion arises.

Jeff Rendel, Certified Speaking Professional, and President of Rising Above Enterprises works with companies that want elite results in leadership, sales, and strategy. Each year, he addresses and facilitates for more than 100 organizations.

Contact: jeff.rendel@risingaboveenterprises;
www.RisingAboveEnterprises; 866.340.3770.



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Joseph Ruffolo

May 9, 1941—Dec 27, 2011



Former NorthAmerican CEO Joseph D. Ruffolo, age 70, died on December 27, 2011, in Fort Wayne, Indiana.

Born in Kenosha Wisc., he held various management positions at Reynolds Metals and at Squibb Corporation before moving to Fort Wayne in 1974. There, he had taken a senior management position at NorthAmerican and became the CEO in 1987. He served that position until his retirement in 1993. He also served as a director for many private companies, including Beltmann Transportation Group, Inc.

He is survived by his wife Linda, his daughter Julie and his two grandsons Jack and Luke.

HHG Moves Rose in 2012

The number of interstate household moves is increasing, says Atlas Van Lines.

According to their 2011 Migration Patterns study, the Southwestern and Mid-Atlantic coastal states are the most popular destinations.

The study also indicated that states with larger cities such as California, Texas, New York, Florida, George and Illinois, have the highest number of interstate moves. California comes in as the No. 1 state with almost 15,000 moves in 2011.

Washington D.C. is the six-time leader in the highest percentage, 69 percent, of all inbound interstate moves, said Atlas Van Lines.

Ohio is the state with the highest percentage, 60 percent, of all outbound interstate moves.

CLASSIFIED ADVERTISING

CHARGES: 1-5 lines \$15; \$2 each additional line. CMSA box number \$5; Non-member charge: \$30 additional. Special heading/set up extra. Replies to ads noting box numbers to be sent to: CMSA Communicator, 10900 E. 183rd St., #300, Cerritos, CA 90703. Call Brianna Wahlstrom at (562) 865-2900 to place your advertisement.

WANTED:

BAY AREA MOVING COMPANY

Established Southern California Moving Company is looking to expand into the South Bay/Peninsula Area. Looking to purchase an established company with newer trucks, vaulted storage and a professional and experienced staff. National Van Line affiliation a plus, but not necessary. Please contact Patrick 805-234-3722.

WANTED:USED MOVING EQUIPMENT

Local Moving Company looking to purchase. Used moving equipment. (Dollies, Trucks, Pads, Vaults, etc.) Please contact AQMS Mayflower. 661-254-7823

EMPLOYMENT OPPORTUNITY

Looking for managers in L.A./Orange and Northern Bay Area. Must be extremely computer literate. Must be good with people and should have experience in the Moving and Storage Industry. Send resumes and letters of inquires to: CMSA, Box J2, 10900 E. 183rd St., #300, Cerritos, CA 90703.

MOVING BUSINESS FOR SALE

For Sale—Santa Barbara Area: Profitable moving company w/trucks, storage units, fully trained staff and excellent marketing plan. Fully computerized. Excellent reputation online. Price: \$275,000. Owner income: \$122,000. Please call Sharon Hills of Santa Barbara Business Brokers at 805.899.2919 or email sharon@sbbusinessbrokers.com for more information. Century 21 Butler Realty, Inc.

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BUSINESS WANTED

We are interested in purchasing all or a part of your business. We are able to provide quick cash for certain assets. We can assist in an exit strategy. Major CA markets are desired. Discussions will be in strictest confidence. Send information to CMSA, Box J1, 10900 E. 183rd St., #300, Cerritos, CA 90703.

EMPLOYMENT OPPORTUNITY

American Relocation & Logistics, Agent for Mayflower Transit is seeking experienced residential sales representative to service the San Gabriel Valley. Leads furnished by the company and the right candidate will be required to prospect for self-generated leads. We offer the newest estimating technology in the industry. Excellent Compensation/Benefit Program. Contact Eileen Landon, Sales Manager 562-229-3600 X 167 or email resume to ELandon@American-Moving.com.

MOVING BUSINESS FOR SALE

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MAYFLOWER AGENT HIRING EXPERIENCED ESTIMATORS:

Now recruiting sales estimators experienced in estimating moves for household goods and O&I. Please email resumes to recruiting@aqmsmayflower.com.

HISTORICAL PHOTO

As the CMSA closes in on its 100th year, join us in looking back down memory lane at these wonderful historical pictures. If you have any pictures you would like to share, please email them in .jpeg format to: bwahlstrom@thecmsa.org.



Everyone needs a break during the holidays. Above, we see none other than Santa Claus water skiing in Novato, CA, on Christmas morning. Santa got an assist by CMSA member Cal Farnsworth of Farnsworth Mayflower. Happy Holidays!

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- 9.) Handy Score
- 8.) EZ Wall Protection
- 7.) Wedge It
- 6.) 3 Compartment Plasma Picture Pack
- 5.) Cell Divider Combo
- 4.) TV Covers
- 3.) Elevator Jamb Protector
- 2.) 6 Compartment Picture Pack
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