

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

Atlas Van Lines Migration Patterns Study: More Balanced States in 2012

According to the 2012 Atlas Van Lines Migration Patterns study, California remains a balanced state for inbound and outbound moves. The Golden State is also the state with the highest number of moves in 2012: nearly 13,000 moves. The second- and third-highest number of moves occurred in Texas and Florida, respectively.

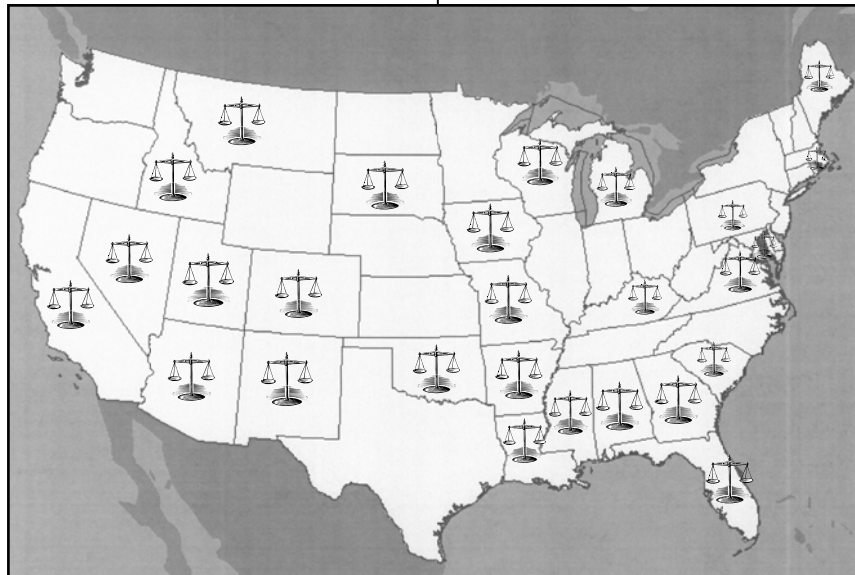
As for U.S. trends, there have been more shifts from in-bound states and outbound states to balanced states in 2012. The study found that Southwestern and mid-Atlantic coastal states remain as the most popular destinations, while the Midwest becomes more balanced than years past. Atlas first conducted the study in 1993 to track the nation's interstate moving patterns.

Six states that were outbound in 2011 are now balanced states, including Massachusetts, Delaware, Louisiana, Missouri, Utah and Wisconsin. Four states that were inbound have shifted into balanced states this year, including Maryland, New Mexico, Rhode Island and Virginia. Wyoming is outbound again after spending 2011 as a balanced state. Previously balanced state New Hampshire is inbound again.

For the seventh consecutive year, Washington, D.C., had the highest percentage of inbound moves, with 63 percent of all moves being inbound. Nebraska and New York beat out Ohio for the highest percentage of outbound moves, with outbound moves accounting for 58 percent of each state's total.

"This year's annual Migration Patterns study revealed some interesting changes from 2011's

overall and regional trends," said Jack Griffin, president and COO of Atlas World Group. "One of the more positive signs of 2012's results is the shift from the majority of Mid-western states being outbound to a more balanced state. The increase in the number of bal-



anced states/provinces throughout the U.S. and Canada is a promising sign that the economy could be stabilizing."

In 2012, the total number of interstate, or between states, and inter-province moves reached 73,256. In addition, regional trends show consistency over the past year with fewer significant shifts:

(2012 Migration Patterns cont. on page 6)



Chairman's Corner

By: Rick Hosea

Time continues to roll forward; March brings increasingly more sunshine and warmer weather for most of us here in California. I completed my chapter visits last month, the time went by so fast. I concluded my chapter visits in Sacramento, delivering my last speech to a large group of members. Just like other chapters, I found the business temperature to be quite high. Now is the time to take back our beloved industry from those unpermitted carriers with a message of unity amongst our members. The time is right to grow and enjoy the work we do every day to meet our customers' relocation needs.

I'd like to share a recent experience with you all about the power of resilience. Steve and I attended the North Bay Chapter meeting in Novato, Calif. This is a unique group, and let me explain why. As Steve and I approached our exit to the meeting site, we were both surprised

to see what could only be described as a huge bright light on the horizon. I looked at Steve and said, "Did you see that?" My first thought was we just saw a UFO streak across the sky before our eyes. As it turned out, it was a PG&E transformer which had exploded, causing an intense burst of light. As we exited the freeway, we both noticed that the town was completely dark. Well, the first thing we both thought about was the restaurant, and true to form, it was completely dark as well. I thought, "This is going to be interesting." How was it possible this meeting wouldn't be canceled? Well, the staff of the WildFox Restaurant jumped into action and lit the place up with small accent candles everywhere, and we went on with the meeting. Steve gave his speech in the dark, but true to form, he shed much light on our industry that evening. I salute Peter Rodriguez (North Bay Chapter President) and his chapter for their ability to make the needed adjustments in what could have otherwise been a disappointing evening for many.

Both Steve and I have logged many miles on the road and in the air, meeting with folks up and down our state. We have traveled to a few

(Chairman's Corner cont. on page 4)



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President's Comments

By: Steve Weitekamp

Having recently returned from the annual AMSA Conference, one of my takeaways was the importance of Pride and Passion on the professional success of the individual and the organization. I know from my frequent visits with members around the state that you share my Pride in our profession and in the important work that our members provide to the moving public. Also important is that we share a common Passion for the California Moving and Storage Association (CMSA), and all that we continue to accomplish together to improve the landscape for our membership and the moving public. CMSA frequently embarks on projects in support of its membership that have positive consequences for all permitted carriers. The case below is just one of many examples of why every permitted carrier needs to be a part of the CMSA.

If you have been following our electronic communications, you are well aware of the errors and omissions in the California Public Utilities Commission's (CPUC) 2013 MAX4 Tariff Annual Rate Adjustment (ARA). I would like to thank the members who quickly identified the problems and notified us, with special recognition to Kathy Casey: She worked with her van line to provide us with spreadsheets that not only identified the problems, but provided solutions. CMSA notified CPUC officials and ensured that the calculation errors and omissions were corrected, to the benefit of all permitted carriers.

If the previous paragraph isn't clear, let me quickly review the issue. On January 10, 2013, the CPUC issued Resolution TL-19107 that addressed the 2013 MAX4 ARA and included what they believed to be tariff pages that reflected a 3 percent price increase. It became quickly apparent that there were major errors in the document. The tables that comprised Items 310 and 390 did not include a 3 percent increase from the previous tariff pages, and the labor rates for packing and unpacking in Item 340 had not been adjusted at all. After the CPUC made their initial correction, there were still minor calculation errors on Item 340 that required CMSA to provide a second notification and request for correction.

While CMSA understands that few review the

(President's Comments cont. on page 5)

(Chairman's Corner cont. from page 2)

other conventions to represent CMSA on the national scene, bringing new and important information back to our members. I am so pleased with Steve's leadership of CMSA, and I am grateful for the time he spends working to improve our industry position both in California and throughout our nation. As I write this month's column, I am on a flight to Atlanta where I will meet up with Steve at the 2013 AMSA Conference. Together, we will both work to gather information on current events affecting our industry. We both hope to influence industry leaders in ways that will have a lasting impact on our state's movers.

I would like to recognize each of our 12 chapters and the Chapter Presidents for their hospi-

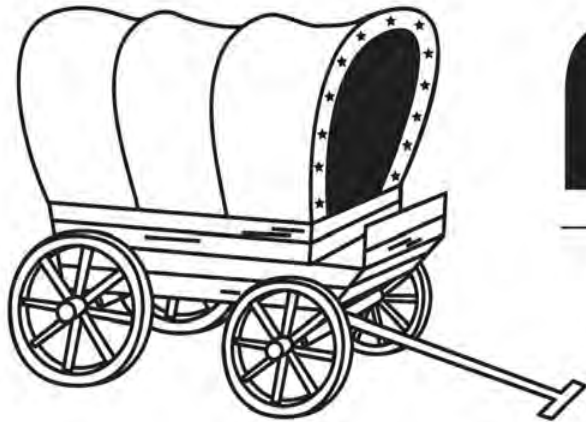
ality over the past several months; I truly enjoyed breaking bread with all our chapter members. I thought that each meeting was well done and held at a variety of nice restaurants with wonderful food. As I try to bring my own spin to my Chairmanship, I thought it appropriate to recognize one chapter for what I would say was the best meal. While selecting just one wasn't easy, I felt that one chapter's meal was clearly the best of the bunch. Please join me at this year's Convention to see which of the 12 Chapter Presidents will receive the sure-to-be coveted Chairman's Choice Award for the 2012-2013 year's best meal. I will be presenting a trophy to the Chapter President during the CMSA Scholarship luncheon on Saturday, May 18, in Santa Barbara, Calif.



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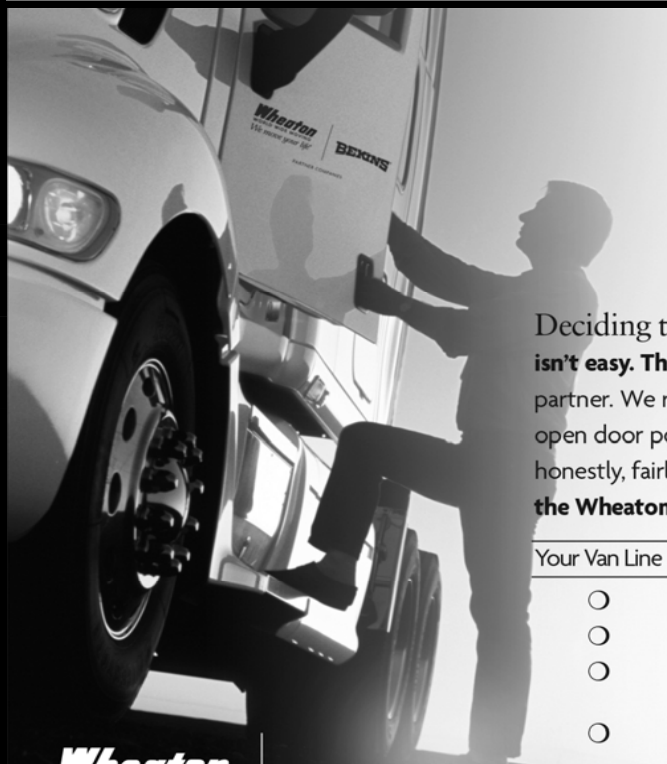
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(President's Comments cont. from page 3)

background language that accompanies the annually revised tariff pages, we remain concerned that information we believe to be important and relevant about the ARA process are excluded from the document. The 3 percent tariff increase is a direct result of our 2010 application, which changed the productivity offset factor from 0.667 to 0.95 of appropriate CPI indexes. We believe that for reference, and to help build institutional knowledge, more information about the rule changes that resulted from our successful application should have been included. At the very least, the fact below should have been included:

"Commencing with the tariff increase in January 2015, the productivity offset factor will be re-evaluated and reset every two years. If productivity change is positive, the productivity offset factor will be set a 0.85; if productivity change is negative, it will be set at 0.95."

If you have reviewed this column or any of my earlier emails on this issue, this is just another case where you have information that is not available to those that don't participate in CMSA. Other than our notification to our membership, there has been no announcement that the initially distributed tariff pages are incorrect, or that the corrections have been posted on the CPUC website, but not mailed to permitted carriers.



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(2012 Migration Patterns cont. from page 1)

Western States

The annual study shows that the majority of the Western states remain balanced. Only two states are inbound or outbound – Utah (outbound) and New Mexico (inbound). California has now been balanced for more than 10 consecutive years.

Southern States

The Southeast remains balanced. Southwest states Texas and New Mexico continue to be inbound states, as well as mid-Atlantic states Virginia and North Carolina. Kentucky remains balanced after becoming a newly inbound state in 2010 and moving back to balanced in 2011.

Midwestern States

After 2011 showed the majority of its states with more outbound than inbound moves, the Midwest region now has five balanced states – Wisconsin, Iowa, South Dakota, Missouri and Michigan. Indiana, Illinois, Ohio, Kansas, Minnesota and Nebraska remain outbound. Indiana has been an outbound state for more than 11 consecutive years. No Midwestern state has been classified as inbound for more than 10

years.

Northern States

The Northern states saw no changes from 2011 to 2012. New York and New Jersey have been outbound for more than 10 years, with Pennsylvania remaining balanced for more than 10 years. Washington, D.C., is the only northern location with more than 10 years on the inbound list.

Canadian Provinces

Of the 10 provinces, five are outbound – British Columbia, Manitoba, Nova Scotia, Ontario and Saskatchewan. Alberta breaks its five-year streak as an outbound province, while Quebec moves back to a balanced province. New Brunswick, who has been balanced for three consecutive years, is now inbound. All three territories – Nunavut, Northwest Territories and Yukon Territory – are unclassified; Nunavut was outbound in 2011 and the Northwest Territories was balanced.

How Status is Determined

Each state's or province's status is determined by its threshold value, which is the total

(2012 Migration Patterns cont. on page 7)



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Calendar of Events

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| Wed., March 13 | San Diego Chapter Golf Tournament |
| Thurs., March 21 | Sacramento Chapter Golf Tournament |
| Sun., March 24 | Greater Los Angeles Day at the Races |
| Wed., March 27 | Twin Counties Golf Tournament |
| Sat., April 6 | North Bay Chapter Bocce Ball Tournament |
| Sun., April 7 | Ventura/S. Barbara Bowling Tournament |

| | |
|-------------------------|--|
| Tues., April 9 | Greater Los Angeles Chapter Meeting |
| Tues., April 9 | Twin Counties Chapter Meeting |
| Thurs., April 11 | San Diego Chapter Padres Game |

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|------------------------|---|
| Fri., October 4 | Monterey Bay Golf Tournament |
|------------------------|---|

(2012 Migration Patterns cont. from page 6)

number of shipments multiplied by 0.55 (i.e., in a state with 100 moves, at least 55 must be outgoing to be considered outbound). All other states or provinces in which outbound or inbound numbers don't exceed the threshold are

classified as balanced. Shipments noted for Canada are cross-border to the U.S. or from the U.S., not inter-provincial.

To view the full results of the 2012 migration patterns, map and annual histories for each state, visit <http://www.atlasvanlines.com/migration-patterns/>.

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TWIC Card Offered as Solution to Base Access Issue

By: Tim McCarthy, *McCarthy Transfer & Storage*

Recently, Tim McCarthy of McCarthy Transfer & Storage received an email from a major van line informing the Transportation Service Provider (TSP) about a recent implementation of a USAF regulation that has resulted in an increased number of installation entry denials for employees of TSPs and Freight Carriers servicing Altus AFB, Okla. There has been base access issues all over the country in the past year or more, including San Diego and Bremerton, Wash. just to name a few.

As your CMSA Military Affairs Committee Chairman and as a member of the AMSA Agent Impact Study Group (AISG) (led by Charles

"Chuck" Bailey at Executive Moving Systems and eight other concerned movers from across the country), together we have been working on the issue of base access across the country for the past several months with guidance from

Scott Michael, AMSA Vice President of Military & Government Affairs and CMSA President Steve Weitekamp.

After many hours of AISG discussion, congressional contact and considerable research, it has been decided to pursue the Transportation Worker Identification Credential (TWIC) card as a means to universally access all military bases and installations

by household goods drivers and freight drivers alike. What this group needs to see is a united



(Base Access continued on page 9)

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(Base Access continued from page 8)

effort of all TSPs and agents to write their congressperson to let them know that we are concerned about base security for military members and their families, and to bring consistency and uniformity to "unaccompanied base access" by all drivers.

There are 171 locations throughout the United States where a driver/helper/worker can get this card. The TWIC system is part of the Department of Homeland Security and administered by the Transportation Security Administration (TSA). We, as a whole, need to get the Department of Defense (DoD) talking with the Department of Homeland Security so that it would be required that all military bases and installations would recognize the validity of the TWIC card. This would solve the base security issue since the issuance of the card would require a thorough background check by the TSA. There is a system in place administered by a top government agency: TSA. We need to get it recognized by the DoD, and any and all base access issues would go away.

So how do we do this? We write letters to our congressperson and our senators to let them know we mean business in securing our military

bases. This incident at Altus AFB, Okla., is just the beginning of tighter base security nationwide, and I don't think any of us want our drivers and crews stuck at some base gate for hours on end, waiting to make a pickup or delivery at the base.

In the next week, CMSA and AMSA are scheduled to have a conference call with the American Trucking Association (ATA) to discuss what can be done about the base access issue, and to get uniformity and security in the system. Every base has a different set of rules, some with no rules, on base access. There needs to be uniformity in the system. We want the military bases to be secure, and we are in agreement with the DoD that base security is of the utmost importance.

After the conference call with the ATA, there will be a follow-up article outlining our letter writing campaign with sample letters for you to contact your congressional leaders to express your concerns about base access. In the meantime, if you have any helpful hints, information, access stories that you would like to share, please contact Tim McCarthy at tim@mccarthytransfer.com, Steve Weitekamp at CMSA or Scott Michael at AMSA.

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Sailor Gets Big Payout in Storage Unit Snafu

Byline: Karen Jowers

Originally Published Feb. 11, 2013

A Navy commander, who lost most of her possessions from storage while stationed overseas, has reached a big settlement with the company that sold her out.

Her experience has led the Army agency in charge of household goods moves for service members of all branches to take steps to prevent similar occurrences.

Cmdr. Wilma Roberts, a Navy nurse, received "a six-figure settlement that she was pleased with," said John Odom, Roberts' attorney, but declined to specify the amount.

The settlement was reached in the U.S. District Court for the Eastern District of Wisconsin in late December.

A federal judge ruled in October that Wisconsin-based storage company Chips Express had violated the Servicemembers' Civil Relief Act by selling Roberts' possessions without a court order while she was on overseas duty.

The separate issue of monetary damages was scheduled to go to jury trial, but Chips Express and Roberts settled on the amount she would receive. Chips Express' attorney did not respond to multiple requests for comment.

The Navy stored most of Roberts' possessions with Chips Express when she moved to Okinawa in 2008 on a tour scheduled to end in June 2010.

But after Roberts' tour of duty was extended, the Navy personal property office stopped paying the storage facility. In a court filing, Chips Express claimed it was told by a Navy employee that the Navy was no longer responsible for paying to store Roberts' property.

Chips Express sent bills to Roberts at an outdated address; when they were returned, the company got the Navy to give the OK to dispose of the property.

Navy officials admitted they made mistakes and told Military Times they are taking steps to prevent a recurrence.

A meeting is scheduled in early February among Navy, Air Force and Army Surface Deployment and Distribution Command officials to address the issue and to "[hone] in on standard

operating procedures" for personal property offices, said a spokesman for SDDC, which manages service members' household goods moves.

After Roberts' incident, first reported in Military Times, the SDDC legal policy office sent information to service officials, regional storage management offices and the International Association of Movers, stating that a review of the SCRA had determined that it was illegal to enforce a lien on a service member's property in storage without a court order. This provision of the SCRA has been law for years.

"They need to know Wilma Roberts is not the only one," said Odom, a retired Air Force Reserve colonel.

Pentagon legal assistance officials said there has been a slight rise in these kinds of cases within each of the services over the past year or so, involving government and privately arranged storage.

But there's been no discernible "pattern or cause," said Pentagon spokeswoman Cynthia Smith.

The services' legal assistance offices have issued guidance or bulletins to the force and to their transportation offices, she said, noting that legal officials actively work to ensure service members' SCRA rights are protected.

"Something needs to change so people's stuff doesn't go AWOL," Roberts told Military Times in 2011, shortly after she returned from overseas to find she had lost photos, china, three china cabinets, leather coats, rooms of furniture – a lifetime of possessions.

Her goods were valued at about \$65,000. A local man paid \$2,101 at auction for her possessions, then sold almost all of them.

Regardless of the Navy's mistakes, the storage company violated the law by selling a service member's possessions without a court order, Odom said, adding that the burden is on the creditor.

He said he's seeing more illegal sales of troops' personal property. In 2012, he settled claims against three companies that allegedly did just that.

(Storage Snafu continued on page 11)

(Storage Snafu continued from page 10)

One case involved an Air Force senior master sergeant in Germany whose property was sold after the personal property office managing his storage sent a message to a South Carolina company to convert the storage bill to the master sergeant's expense. As in Roberts' case, the company sent bills to a former address, and they were returned as undeliverable.

The SCRA provision applies to troops who have moved to another duty station, as well as to deployed troops.

Odom's advice:

- Photograph your possessions.
- Do your own inventory; don't rely on the moving company's inventory, which lists box size, not contents.
- Store photos and inventory in a safe place – with someone you trust or in the cyber cloud. Don't put them with your other household goods.

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Casey Moving Systems Donated Services to Deliver Blankets to Hurricane Sandy Victims

CMSA member Casey Moving Systems donated its moving services to transport more than 500 blankets to Hurricane Sandy victims. The company had transported the blankets to New Jersey, and from there, another company transported the blankets to Staten Island for distribution.

Casey Moving Systems was working with the Carmel Richmond Healthcare & Rehabilitation Center in its "Blankets of Love" drive.

"I would like to express my sincere gratitude for the generosity [Casey Moving Systems has] offered to our Residents' Families, Staff and all those affected by Hurricane Sandy," Sister Maureen T. Murray said, administrator for the Carmel Richmond Center.

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CPUC Investigations Result in Enforcement Actions and Fines Imposed on Various Moving Companies

SAN FRANCISCO, February 8, 2013 – The California Public Utilities Commission (CPUC), in its ongoing commitment to consumer protection, has recently taken a number of actions to protect consumers from illegally operating moving companies.

During the third and fourth quarters of 2012, the CPUC took the following enforcement actions against moving companies for violations of the Public Utilities Code and CPUC rules and regulations, including Maximum Rate Tariff 4 (MAX 4), which contains maximum rates that carriers must observe as well as rules and regulations governing intrastate moves.

Administrative Citation

Pacific Relocation Services LLC (MTR 189900), based in San Francisco, was fined \$3,000 for the following violations:

1. Failed to provide the "Important Notice About Your Move" document at least 3 days prior to the move date;

2. Failed to provide shippers a complete Agreement for Moving Services and Freight bill; and
3. Failed to provide the "Important Information for Persons Moving Household Goods" booklet.

Coastal Moving Inc. (MTR 190132), based in San Diego, was fined \$1,000 for failure to respond and provide access to business records upon request of an authorized representative of the CPUC.

Let's Move it Inc., dba Let's Move it Right Van Nuys (MTR 184783), based in Van Nuys, was fined \$31,500 for the following violations:

1. Failed to issue a Combine Agreement for Moving Services showing all required information;
2. Failed to include a Not to Exceed Price in the Combined Agreement for Moving

(CPUC Investigations cont. on page 14)



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(CPUC Investigations cont. from page 13)

Services;

3. Failed to properly complete the Important Notice About Your Move;
4. Failed to obtain the correct weighmaster's certificate or weight ticket for moves in excess of 100 miles;
5. Failed to properly compute time for loading, unloading, and double drive time;
6. Unlawfully required shippers to sign and acknowledge a Release of Liability;
7. Failed to properly account for other information as necessary to make a determination of applicable rates and charges; and
8. Charging for packing materials and containers.

Chris Q. Rivera, dba Liquid Relocation and Movers for Less (MTR 190341), based in San Diego, was fined \$5,000 for the following violations:

1. Operated as a household goods carrier during suspension of operating license;
2. Operated as a prime household goods car-

rier without the proper permit;

3. Failed to procure and maintain cargo insurance; and
4. Maximum Rate 4 Tariff violations.

24 Inc., dba 24 Hour Moving and Storage (MTR 190469), based in Sun Valley, was fined \$2,250 for the following violations:

1. Operated during a period of suspension of operating license;
2. Failed to maintain insurance in effect and on file; and
3. Maximum Rate 4 Tariff violations.

Phone Disconnections

As part of its ongoing efforts to clamp down on illegal moving companies, the CPUC had telephone service shut off to three moving companies operating in California without a household goods permit. These companies continued to advertise and hold themselves out to engage in the business of transporting used household goods, notwithstanding CPUC staff directives to immediately cease and desist unlawful acts and

(CPUC Investigations cont. on page 15)



Vanliner is there for you with immediate, outstanding service if a loss occurs. But did you know that Vanliner has made loss prevention a top priority since day one? Our consultants know what it takes to reduce your exposure and protect your employees and the public from increased risk of loss. With our loss prevention tools, competitive rates, unique coverage options, years of financial stability, and industry-specific expertise, it's easy to see how we earned our A.M. Best Rating of A Excellent.

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|--------------------|--------------------------|---|-----------------------|--|
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| GENERAL LIABILITY | COMMERCIAL PROPERTY | BENEFITS PROGRAMS | SPECIALTY COVERAGES | |

(CPUC Investigations cont. from page 14)

to obtain a household goods permit.

Zhiyuan Zhang, Qing Jie Li, Shengming Yu, Xiao Feng Xu, and Xia Li, dba Express Moving Services, A Plus Express Moving (MTR 189756): This company advertised and offered household goods moving services on the Internet. The advertisements listed five phone numbers and one fax number. Notwithstanding CPUC Cease and Desist letters directing the company to immediately cease all unlawful advertisements and operations, the company continued to violate the law as evidenced by the reviews on the Internet. On Aug. 3, 2012, the CPUC obtained a Finding of Probable Cause signed by an Alameda County Superior Court Judge. The Finding ordered disconnection of telephone service to the six numbers advertised and used by the company to violate criminal laws in the State of California.

Roberto Arias dba 24/7 Moving Services, E. Palo Alto (Unlicensed): This company advertised household goods moving services without proper authority on the Internet. The advertise-

ments listed at least two phone numbers. Notwithstanding the CPUC's Cease and Desist letter directing the company to immediately cease all unlawful advertisements, the company continued to violate the law as evidenced by advertisements on the Internet. On October 11, 2012, the CPUC staff obtained a Finding of Probable Cause signed by a San Mateo County Superior Court Judge. The Finding ordered disconnection of telephone service to the six numbers advertised and used by the company to violate criminal laws in the State of California.

Criminal Filings

Kenneth Robert Paiva, dba Next Transportation, Carson (MTR None): The CPUC submitted investigative findings and requested the Riverside County District Attorney's office to file a misdemeanor complaint against this company for operating without CPUC authority; failure to maintain in effect public liability/property damage and cargo insurance and Workers' Compensation insurance; and issuing a written estimate without first performing visual inspection of goods (MAX 4 Item 108(a) (1), in violation of Public Utilities Code (PUC) 5131, 5133,

(CPUC Investigations cont. on page 16)

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(CPUC Investigations cont. from page 15)

5139, and 5161. The company was charged with a felony count of violating Penal Code Section 487(a), grand theft in the amount of \$3,870 and four counts of violating MAX 4 and PUC Code Sections. Arraignment was held in September and the defendant pled guilty and was ordered to pay restitution to a consumer in the amount of \$1,500, and pay investigative costs to the CPUC of \$500. He was also placed on probation for 36 months and ordered not to engage in any for-hire household goods moves in California without the proper authority.

Overcharges and Refunds

During the third and fourth quarters of 2012, the CPUC assisted and/or directed moving companies to refund consumers more than \$38,000 for overcharges and other violations of the Maximum Rate Tariff 4.

Official Notice

The following nine companies were issued an Official Notice for advertising and operating without a permit.

1. Neil S. Marcus dba On the Move Movers,

Roseville (Unlicensed)

2. Steve Reavis dba Dynasty Delivery and Moving, Carmichael (MTR 190909)
3. Gerrald Frizzel, dba Stagecoach Move, Designs and Logistics, San Raphael, (Unlicensed)
4. Mariano M. Ruiz dba Eastbay Hauling & Delivery, Castro Valley (Unlicensed)
5. Claudio Marques dba Stars Hauling & Moving Company, Sunnyvale (Unlicensed)
6. Yuji Miyasaka dba Japanese Rainbow/ Bulldog Moving, Venice (Unlicensed)
7. The Aussie Group, dba Aussie Movers, Los Angeles (MTR 190903)
8. David Alexander Lopez, dba The Moving Company, Los Angeles (MTR 190948)
9. Joshua Silva, dba Coastal Moving, San Diego (MTR 190132)

Cease and Desist Notice

Numerous companies were issued a Cease and Desist letter for operating and advertising without a valid permit (unlicensed, revoked or denied).

(CPUC Investigations cont. on page 17)

CHAMPION RISK
MOVING & STORAGE PROGRAM

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(CPUC Investigations cont. from page 16)

Companies issued a Cease and Desist letter:

- Local Traffic Solutions, Inc., dba Ant Moving, North Hollywood (MTR 190549)
- Xiao Feng Yu dba Express Moving Services, Union City (MTR 189756)
- Roberto Arias dba 24/7 Moving Services, East Palo Alto (Unlicensed)
- I 5 Moving and Storage, San Diego (Unlicensed)
- Trusted Moving and Storage Inc, dba Nationwide Trusted Movers, Newport Beach (Unlicensed)
- All Knight Moving, Irving (Unlicensed)
- Claudio Marques dba Stars Hauling & Moving Company, Sunnyvale (Unlicensed)
- Chase Christopher Beedie dba Smooth Move Relocations, Santa Cruz (Unlicensed)
- Cesar Fernandez dba Moving Cesar and Moving & Labor Cesar, Oakland (Unlicensed)
- Pro Team Enterprises, Bakersfield (Unlicensed)
- James Manchester dba Stay Fit Movers, Los Angeles (Unlicensed)
- Yuji Miyasaka dba Japanese Rainbow Moving/Japanese Bulldog Moving (Unlicensed)
- Richard Danielson dba Sunshine Boys, Los Angeles (MTR 190472-Revoked)
- Madhavi R Bathini dba Desi Movers, Fremont (Unlicensed)
- Best Price Movers, Canoga Park (Unlicensed)
- Gardner Barron Frank, dba Barrons Moving and Storage, Van Nuys (MTR 119165)
- Local Traffic Solutions, Inc., dba Ant Moving, North Hollywood (MTR 190549)
- Coastal Moving, San Diego (MTR 190132)
- Mariano M. Ruiz dba Eastbay Hauling & Delivery, Castro Valley (Unlicensed)
- Bernard Moving, San Bernardino (Unlicensed)
- Oren Lestor Williams, DBA Lew's Moving and Hauling, Concord (Unlicensed)
- Jason Windus, dba Hey Need A Hand, Santa Rosa (Unlicensed)
- J B Deliveries and Moving, Cathedral City (Unlicensed)
- Rand Robert Gordon dba Gordon Moving Services and Gordon Moving Services, Inc., Lake Forest (MTR 188993 and MTR 190301)
- Quick N Cheap, Los Angeles (Unlicensed)
- Mike Russell, dba Mr. Mover's Moving Assistance, Antioch (Unlicensed)
- Allstate Moving Systems, Woodland Hills (MTR 190648-Revoked)
- Roberto Arias dba 24/7 Moving Services, San Mateo (Unlicensed)
- Bernard Moving, San Fernando and 14 additional cities (TCP none)
- AmeriCarrier Moving & Storage Services, Inc., Sun Valley (MTR 190410-Revoked)
- Mark Andrews, dba A1 All American Moving Company, Lafayette
- Paul Dickerson, dba Big Jims Moving and Hauling Service, San Francisco
- Hans Leo Hieb, dba Konocti Movers, Kelseyville
- Paul Engel, dba Superior Moving Company, Roseville
- Desi Movers, Fremont
- LaRoy Luckett, dba The Movers/Two Brooms and a Mop, Beaumont
- Mike Tullock, dba Mike and the Movers, San Leandro
- VIP Relocation Inc., Pacoima
- Alberto Dominguez, dba Al's Moving and Delivery, La Quinta
- Jon's Movers, Inc., Lake Elsinore
- Bartle Brothers Moving Inc., San Diego
- A Guy and A Truck Moving, Los Angeles

National Van Lines Names Tim Helenthal as President and COO



Broadview, IL – National Van Lines CEO Maureen Beal announced the selection of Tim Helenthal to serve as President and COO for the Broadview, Illinois-based relocation company. Effective February 1, 2013, Tim will begin a carefully planned 8-year path to become Maureen's successor, eventually taking

over in 2020 as Chairman and CEO of National Holding Company – parent to both National Van Lines and National Forwarding Company.

Tim's career in the moving industry began in 1994 as a Manager of the total Quality Assurance Program for National Forwarding, which manages National's participation in the DOD Personal Property Program. In 2000, he was named Vice President of Agency Services. He currently serves as a member of the Executive Committee for the Government Traffic Commit-

tee for the American Moving & Storage Association, Chairman of the National Defense Transportation Association's Household Goods Subcommittee and was elected to serve on the Executive Committee of the International Association of Movers and is

Tim has developed in-company programs to identify and select quality suppliers for household goods relocations, while monitoring trends within the DoD Personal Property Program, and interpreting and executing ever-changing government guidelines. He oversaw the development of National's "PREVENT" quality control program which includes the Military Procedures Manual, a DOD-specific training resource for all moving agents and drivers.

Tim attended Eastern Illinois University in Charleston, Ill., where he received a B.A. in Economics in 1990 and an M.A. in Economics in 1991.

According to Tim, "I'm very honored that Maureen has put her trust in my ability to lead National into the future. Any success that I've

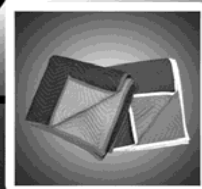
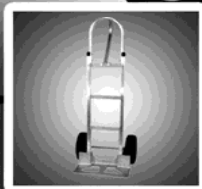
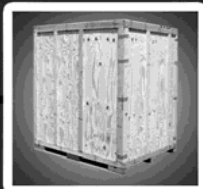
(Tim Helenthal cont. on page 19)



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CLASSIFIED ADVERTISING

CHARGES: 1-5 lines \$15; \$2 each additional line. CMSA box number \$5; Special heading/set up extra. , Call Brianna Wahlstrom at (562) 865-2900 to place your advertisement.

SAN FRANCISCO MOVING & STORAGE SEEKS NEW OWNER

Beautiful 9,000-s.f. warehouse with 3 high storage designed and built to be a moving company. Clean, great access, security, sprinkler, forklift with about 200 storage vaults and floating. Includes all related moving equipment, pads, dollies, etc. Nice offices with separate entrance. 5,000-s.f. backyard, 1,000-s.f. front yard for employee parking. You can share with us for reduced rent or take the whole place. You can take it with or without four trucks. Ideal location in the city that is rapidly adding residential and commercial units. Just put your name on the place and you are ready to go, turnkey! For more info, contact david@roadshowservices.com or call 415-720-0970.

It pays to advertise!

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 inquiries to: CMSA, Box J2, 10900 E. 183rd St., #300, Cerritos, CA 90703.

EMPLOYMENT OPPORTUNITY

A leading van line agency based in Fremont, CA, is looking for experienced and motivated salespeople in Silicon Valley. The diversity of this agency provides opportunities for qualified candidates with experience in selling local and National Account services, including commercial O&I, warehousing and distribution, and global household goods. Interested candidates should contact Mike Dahl, General Manager — call 510-497-2362 or email mikedahl@smmoving.com.

OWNER OPERATORS WANTED

Now hiring owner operators with A, B or C license, with at least 3 years of experience in household goods. Must have CARB compliant truck. Come work for a growing agent. Great line hauls and incentives. Please email resumes to recruiting@aqmsnationalmoving.com.

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.

SALES OPPORTUNITY

Large, reputable Southern California moving company in business for nearly 90 years seeks enthusiastic professionals for COD and/or O&I sales positions. All experience levels and home addresses considered. Send resumes and letters of inquiries to: CMSA, Box J3, 10900 E. 183rd St., #300, Cerritos, CA 90703.

EQUIPMENT FOR SALE

2000 48' x 102" Utility Dry Van with 5,000 lb. rail lift. Reconditioned lift with new pump, motor & cables. Good tires & brakes. Ready to work. \$14,000. Email rwilliams@cds-usa.com for photos or more info.

EMPLOYMENT OPPORTUNITY

Northern California company needs Office Manager experienced in moving & storage industry, record storage with O'Neil software a plus. Send resume to: Owner, P.O. Box 994002, Redding, CA 96099.

FOR SALE

Accu-Weigh Scale. Model AF-6060, Capacity - 6000LBX-1LB, Serial #5LJ0683. Walk Ramp for sale, Aluminum, Serrated Deck Walk, 16ft long, and 40" wide. Best offer. (949) 380-1224.

(Tim Helenthal cont. from page 18)

had I owe to the high quality of our employees, our agents and our drivers and I'm grateful to each of those that have helped me along the way. My goal for the future is to continue Maureen's vision of being 'the best' by providing the highest quality service to our customers while embracing the ever-changing realities of the marketplace."

Maureen adds, "Tim has been instrumental in the success of National Forwarding Company. He is intelligent, really knows this business, is well respected by his peers and has great family values. I have every confidence that Tim will preserve our family culture and become a great leader for the entire National organization."

Passing of Jack Hays



Former CMSA member Jack Hays had passed away on Sunday, February 3, 2013. Hays was the owner of Hays Auctions.

He was active in Rotary International, Campfire Girls as well as fishing, camping, beekeeping and, above all else, his family.

Hays is survived by his wife Jean; his five children; 11 grandchildren and four great-grandchildren.

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.



This photo was taken in Griffin, Ga., from Jim Stadler of Stadler & Jensen Moving. He wanted to show that simple solutions still can exist in our technology-evolving world. In his words: "A low-tech solution to a low-tech problem."



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California Moving & Storage Association (C.M.S.A.).





You're Invited to the California Moving & Storage Association's 95th Annual Convention!

Meet your California colleagues at Fess Parker's DoubleTree Resort in Santa Barbara, Calif., May 14–19, 2013 and learn about issues affecting both the California & National Moving Industry.

CMSA ROOM RATE: \$175 PER NIGHT*

**Call toll-free 1-800-879-2929 and request the group rate for
California Moving & Storage Association.**

The Resort is located at 633 East Cabrillo Boulevard, Santa Barbara, CA 93103. For those wanting to extend their stay and enjoy Santa Barbara even longer, the discounted room rate also applies three (3) days before and after the convention dates based on availability!

*Hotel rate is for single or double occupancy and subject to state and local taxes, fees and assessments, currently 12.10%.

We have an informative and fun-filled schedule of events planned for the Convention.

The Santa Barbara area also offers many nearby activities and sites to explore during your free time such as the Santa Barbara Zoo, Stearns Wharf, wineries, beaches, shopping and more! Don't forget to sign up for CMSA's Annual Golf Tournament being held Thursday, May 16, 2013 at the Glen Annie Golf Club.

Convention Registration Fee - \$475

Check our website for Convention and Exhibitor Registration at: www.thecmsa.org

2013 CMSA CONVENTION - INDIVIDUAL EVENT TICKET FEES:

| | | <u>Adult</u> | <u>Child</u> |
|----------------|---|--------------|--------------|
| Thurs., May 16 | Exhibitors Welcome Reception | \$150.00 | \$100.00 |
| | Golf Tournament Registration (USE GOLF FORM) | \$125.00 | \$125.00 |
| Fri., May 17 | Santa Barbara Breakfast | \$35.00 | \$25.00 |
| | Blue Pacific Luncheon | \$60.00 | \$42.00 |
| | Cabrillo Pavilion Arts Center (Off-Site Dinner) | \$100.00 | \$50.00 |
| Sat., May 18 | American Riviera Breakfast | \$35.00 | \$25.00 |
| | Paradise Awards Luncheon | \$60.00 | \$42.00 |
| | Chairman's Reception & Dinner/Ball | \$150.00 | \$100.00 |

Additional Ticket(s) Order Form:

| ATTENDEE NAME | EVENT | FEE |
|---------------|-------|-------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| GRAND TOTAL: | | _____ |

Special Food Requests (e.g. vegan, vegetarian, etc.): *We will notify you whether or not your requests can be accommodated and if any additional fees are necessary.*

TICKETS WILL BE COLLECTED AT THE DOOR PRIOR TO ALL FOOD FUNCTIONS!

Tickets will be included in your registration packet. Cancellations made before April 23, 2013 will be subject to administrative fees plus any incurred costs (not to exceed 50% of the fees paid). After April 23, 2013, no refunds will be given.

Contact Name _____ Company _____
Phone _____ Email _____

() Visa () DISCOVER () MC () Check enclosed Amount \$ _____

Name on card (if different): _____

Card # _____ Exp. Date _____ Three-Digit Code on back of card _____

Card Billing Address _____ Card Billing Zip _____

Return completed order form and payment to: CMSA, 10900 E. 183rd St., Ste. 300, Cerritos, CA 90703
or fax to: (562) 865-2944. For questions, call Renee Hifumi at (562) 865-2900.



Convention Registration Form

WIN A
\$50 VISA
GIFT CARD
(See details.)



EARLY REGISTRATION DEADLINE: MARCH 25, 2013

Register by March 25, 2013 and be eligible for the drawing to win a \$50 VISA GIFT CARD!*

*Individual event ticket purchases are ineligible. Only full registrations paid by March 25, 2013 will be entered in drawing to be held on May 18, 2013.

Register the following company's representatives.
Check here if this is your first CMSA Convention: _____

1. Name _____ Badge First Name _____
2. Name _____ Badge First Name _____
3. Name _____ Badge First Name _____
Company _____ Phone () _____ Email _____
Address _____ City _____ State _____ Zip _____

Date of Arrival _____ Date of Departure _____

REGISTRATION FEE: (See reverse side)

| | <u>Before</u> <u>Mar. 25</u> | <u>After</u> <u>Mar. 25</u> |
|----------------------------------|---------------------------------|--------------------------------|
| CMSA MEMBER or SPOUSE (each) | \$475.00 | \$575.00 |
| CHILDREN'S PRICE (up to 12 yrs.) | \$325.00 | \$350.00 |
| NON-MEMBERS (each) | \$625.00 | \$725.00 |

Sponsors & Exhibitors—Please use appropriate forms to ensure proper handling of complimentary registrants.

Special Food Requests (e.g. vegan, vegetarian, gluten-free, etc.): _____
We will notify you whether or not your requests can be accommodated and if any additional fees are necessary.

Enclose registration fees with this form. Make checks or money orders payable to **CMSA** or use your **Visa, Discover or MasterCard**. Credit card registrations may be faxed to (562) 865-2944.

() Visa () DIS () MC () Check enclosed Amount \$ _____

Name on Card _____ Card # _____ Exp. Date _____

Card Billing Address _____

Three-Digit CVV Number _____

Please mail this form, with payment, to **CMSA**, 10900 E. 183rd St., Suite 300, Cerritos, CA 90703.

****CANCELLATIONS:** *Cancellations made before **April 23, 2013** will be subject to administrative fees plus any incurred costs (not to exceed 50% of total fees paid). After **April 23, 2013**, we will be unable to make refunds. Substitutions will be accepted, but we need to know one week in advance.*

ROOM RESERVATIONS: Call Fess Parker's DoubleTree Resort directly at 1-800-879-2929 to make reservations and ask for the **California Moving and Storage Association** group rate. A reservation link can also be found online by visiting www.thecmsa.org and clicking on the Convention Calendar web page. Reservations must be made by **April 23, 2013** to guarantee the special group room rate. All major credit cards are accepted for deposit.

FULL REGISTRATION FEE (\$475.00) INCLUDES:

Thursday, MAY 16

EXHIBITORS WELCOME RECEPTION

Food, Beverage, Latest in Industry Products and Services

Friday, MAY 17

SANTA BARBARA BREAKFAST

CMSA GENERAL SESSION

BLUE PACIFIC LUNCHEON

MILITARY PANEL DISCUSSION

A NIGHT ON THE BEACH

Dinner & Entertainment at the Cabrillo Pavilion Arts Center —
A 1920s Landmark Beachfront Venue

Saturday, MAY 18

AMERICAN RIVIERA BREAKFAST

CMSA GENERAL SESSION

VAN LINE PANEL DISCUSSION

PARADISE AWARDS LUNCHEON

CHAIRMAN'S RECEPTION & DINNER/BALL

Exhibitor Registration Form

95th CMSA Annual Convention
EXHIBIT DATES: MAY 16-18, 2013

Two Easy Ways to Register

1. Mail form with payment to: CMSA, 10900 E. 183rd Street, Suite 300, Cerritos, CA 90703. • 2. Fax this form to (562) 865-2944.

STEP 1: RESPONSIBLE PARTY INFORMATION

1. _____
Full Name of Attendee Responsible for Booth

First Name to Appear on Badge

Company Name to Appear on 7" X 44" Booth Sign - Single Line Only

Telephone _____ Fax _____

E-Mail Address (Registration Confirmation will be sent via E-mail)

Special Food Requests: _____

CMSA reserves the right to reject registration from exhibitors deemed inappropriate by the CMSA President and/or the CMSA Board of Directors.

STEP 2: ADDITIONAL ATTENDEES

2. _____
Full Name

First Name to Appear on Badge

E-Mail Address

Special Food Requests: _____

3. _____
Full Name

First Name to Appear on Badge

E-Mail Address

Special Food Requests: _____

USE ADDITIONAL SHEET TO LIST MORE ATTENDEES.

STEP 3: ASSESS EXHIBITOR FEES

Booth registration ***includes*** one (1) convention registration. A six-foot draped table, two chairs and wastebasket is provided.

Booth Registration
Before March 25, 2013 @ \$1,200 \$ _____
After March 25, 2013 @ \$1,300 \$ _____

Booth Electricity—\$85 per booth \$ _____

Non-Member additional \$700 charge \$ _____

Additional Attendee (s):
Members \$475 ea./Non-Members \$625 ea. \$ _____

Grand Total: \$ _____

\$20 from each exhibitor's booth fee will be included in the CMSA Scholarship Fund Donation & Booth Bingo Raffle!

STEP 4: CHOOSE YOUR BOOTH

Priority will be given according to seniority and date registration form was received. See booth diagram for choices.

RESERVE BOOTH # (s) _____ FOR MY EXHIBIT.

In case your first choice is taken, please list alternate booth #s.

2nd Choice (s) _____ 3rd Choice (s): _____

Companies you don't want to be next to: _____

STEP 5: SELECT METHOD OF PAYMENT

☐ Check Enclosed ☐ Charge to Credit Card

CREDIT CARD INFORMATION:

☐ VISA ☐ MasterCard ☐ Discover Card

Name on Credit Card

Credit Card Number _____ Exp. Date _____

Billing Address _____ Billing Zip Code _____

3-Digit Code on Back of Card

Authorized Signature _____ Date _____

STEP 6: RESPONSIBILITY AGREEMENT

By registering to be an Exhibitor at the CMSA Convention, you are agreeing to the terms below:

Exhibitor assumes responsibility and agrees to indemnify and defend the California Moving & Storage Association and Fess Parker's Doubletree Resort, Hilton Hotels Corporation, and the Resort's Owner, and their respective owners, managers, subsidiaries, affiliates, employees and agents against any claims or expenses arising out of the use of the exhibition premises.

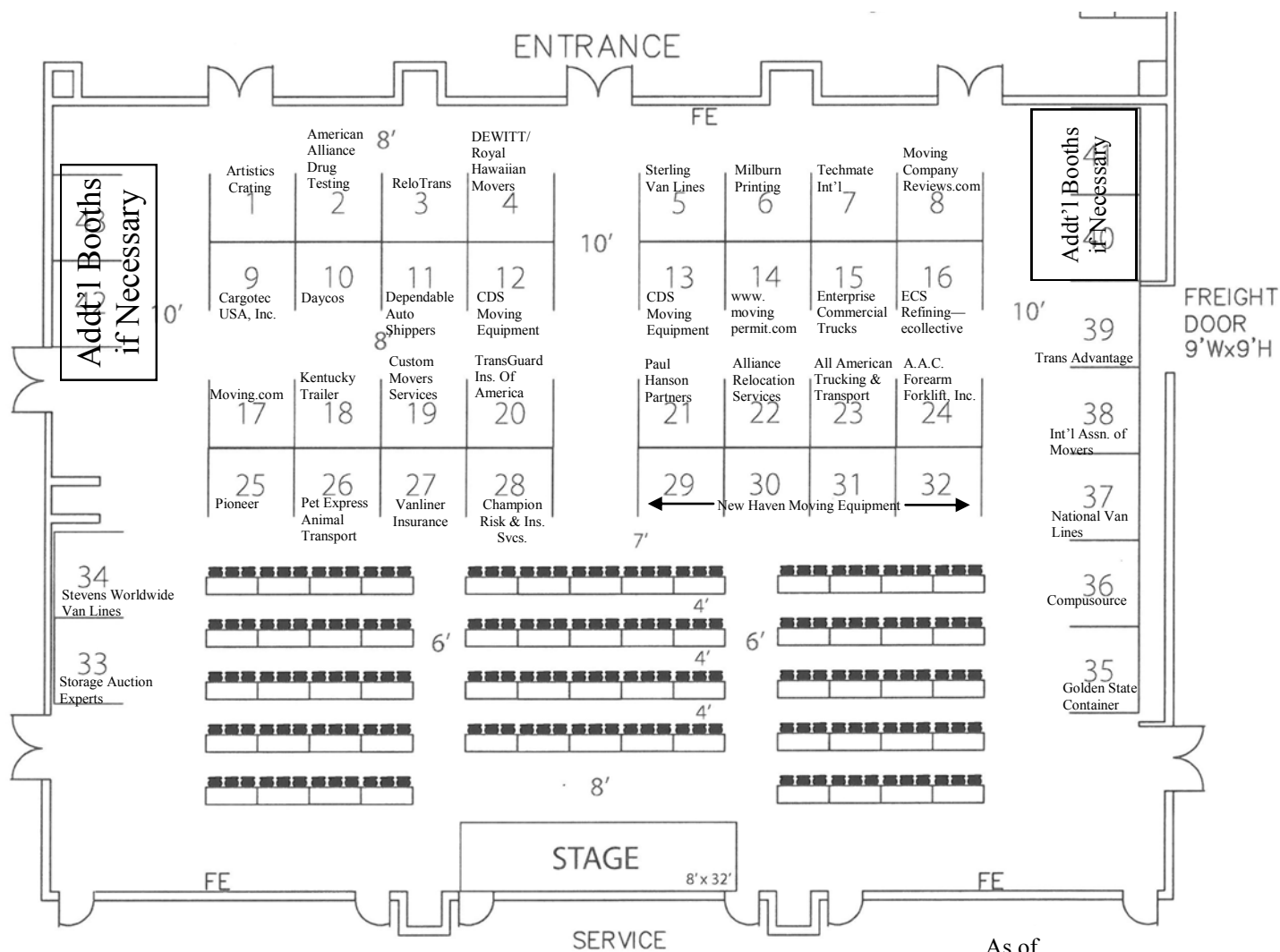
The Exhibitor understands that neither the California Moving & Storage Association nor the Resort Parties maintain insurance covering the Exhibitor's property and it is the sole responsibility of the Exhibitor to obtain such insurance.

Refunds for any cancellations done before April 23, 2013 will be subject to administrative fees plus any incurred costs (not to exceed 50% of total fees paid). No refunds will be made after April 23, 2013.

Exhibit Dates: May 16-18, 2013

Early set-up available after 3pm on Wed., May 15, 2013.

Exhibit Dates: May 16-18, 2013



As of
2/26/13

CMSA ANNUAL GOLF TOURNAMENT REGISTRATION FORM

GLEN ANNIE GOLF CLUB
405 GLEN ANNIE ROAD
SANTA BARBARA, CA 93117
(805) 968-6400

THURSDAY, MAY 16, 2013
9:00 AM SHOTGUN START
(Golfers should arrive at course by 8:30 am.)



SPONSORED BY: PIONEER • CO-CHAIR'S – LEN GOLLNICK & GARY BLOWER

Entry fee -- \$125.00 per person / Includes: green's fees, cart, range and box lunch.

Primary Contact:

Golfer 1: _____ Company: _____

Phone: _____ Email: _____

List golfers in your foursome. (Foursomes will be formed by golf co-chairs unless listed below.):

Golfer 2: _____ Company: _____

Golfer 3: _____ Company: _____

Golfer 4: _____ Company: _____

HOLE-IN-ONE CONTEST (#9) – Sponsored by TRANSGUARD INSURANCE CO. OF AMERICA.

GOLF RULES: Shirts with collars and appropriate shorts or bottoms are required. Presentable blue jeans are allowed. Soft spike or spikeless golf shoes are required.

Refunds are subject to a \$15 processing fee. No refunds for cancellations after April 15, 2013.

Enclose golf fees with this form. Make checks payable to **CMSA**, or use your Visa, MasterCard or Discover Card.

() Visa () MC () DISCOVER () Check enclosed Amount: _____

Name on Card: _____ Card #: _____

Exp. Date: _____ Three-Digit Code on back of card: _____

Billing Address & Zip Code: _____

Phone: _____ E-mail Address: _____

**Please mail this form, with payment to: CMSA, 10900 E. 183rd St., Suite 300, Cerritos, CA 90703
or fax to: (562) 865-2944.**

CMSA CONVENTION SPONSOR/ADVERTISING/DOOR PRIZE FORM

EVENTS AVAILABLE FOR SPONSORSHIP

1. Tues. May 14 Movers & Shakers Reception *
2. Tues. May 14 Movers & Shakers Dinner ♦*
3. Thurs. May 16 Golf Tournament ♦
4. Thurs. May 16 Exhibitors Reception ♦
5. Fri. May 17 Santa Barbara Breakfast
6. Fri. May 17 Blue Pacific Luncheon ♦
7. Fri. May 17 Transportation to Off-Site Event
8. Sat. May 18 American Riviera Breakfast
9. Sat. May 18 Paradise Luncheon ♦
10. Sat. May 18 Chairman's Reception/Dinner ♦

Sponsors

Gateways International, Inc.
TransGuard Insurance Co. of America
Pioneer
New Haven Moving Equipment
Trans Advantage
Paul Hanson Partners
DEWITT Co./Royal Hawaiian Movers
ECS Refining
Champion Risk & Ins Svcs/Vanliner Ins.
CDS Moving Equipment

* Invitation Only Event / ♦ Sponsorship of Major Event (includes 2 Free Registrations) - \$2,600 /
All Other Sponsorships (includes 1 Free Registration) - \$1,600

Event # _____ Amount \$ _____

PERSON CLAIMING FREE CONVENTION REGISTRATION(S):

Name _____ Badge First Name _____

♦Name _____ Badge First Name _____

Company _____

Phone _____ E-mail Address _____

Special Food Requests (e.g. vegan, vegetarian, gluten-free, etc.): _____

We will notify you whether your requests can be accommodated and if any additional fees are necessary.

For any additional persons registering, be sure to use the Convention Registration form.

Convention Advertising Opportunities (*does not include free registrations*):

| | | | | |
|-----------------------------------|-------|--------|-----------------------|----------|
| _____ Half-Page Ad (4.5" x 3.25") | \$175 | (Sold) | Program Back Cover Ad | \$550 |
| _____ Full-Page Ad (4.5" x 7.5") | \$325 | _____ | Flyer Insert* | \$400 |
| _____ Program Inside Cover Ad | \$450 | | Total Amount | \$ _____ |

Sponsors receive 20% off Convention Advertising!

*Company must supply and ship inserts at their own expense.

Make checks payable to CMSA or use your Visa, MasterCard or Discover Card.

() Check enclosed () Visa () MasterCard () Discover

Name on Card _____ Card # _____

Exp. Date _____ Three-digit code on back of card _____

Billing address _____ Billing zip _____

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☒ YES, I want to support CMSA with a door prize.

Contact Name \_\_\_\_\_ Company \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Door Prize(s) \_\_\_\_\_

**Return with payment and/or door prize(s) to CMSA, 10900 E. 183<sup>rd</sup> St., #300, Cerritos CA 90703  
or fax form to: (562) 865-2944. For questions, call Renee Hifumi at (562) 865-2900.**