

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

PJ Welch Installed as the 2013-2014 CMSA Chairman at the 95th Annual Convention in Santa Barbara



Outgoing CMSA Chairman Rick Hosea (left) hands incoming CMSA Chairman PJ Welch the ceremonial gavel during the Chairman's Ball at the 2013 Convention.

With more than 330 movers and suppliers in attendance, the 95th Annual Convention was held at the Fess Parker's DoubleTree Resort in Santa Barbara, Calif., from April 14 through April 19.

The Convention began with the Tuesday afternoon Executive Committee meeting and the Movers and Shakers Reception/Dinner at night. Tuesday night's event was an appreciation dinner for all CMSA Board Members, Committee Members, Chapter Presidents and special

guests for their support of the Association.

Gateways International Inc. sponsored the reception, and **TransGuard Insurance Company of America** sponsored the dinner.

On Wednesday, the Insurance Committee, Government Affairs Committee, Membership Committee, Military Affairs Committee, 2012-2013 Board of Directors and 2013-2014 Board of Directors conducted various business of the Association. The 2012-2013 Chairman

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Chairman's Corner

By: PJ Welch

Walking into my office the Monday following the 95th Annual CMSA Convention held in Santa Barbara, my first thought was how quickly the previous week had passed and how much information is presented in such a short period of time. I always expected a great Convention, but having worked closely with CMSA staff for the past few years, I have seen firsthand the amount of effort necessary to make the Conventions not only a great time, but a valuable tool to help improve and grow my business. With more than 300 attendees, there is no doubt that this year's Convention was a huge success. A quick check with operations confirmed that summer had begun and my new role as Chairman has me thinking about whom I met, and how will I use what I have learned to help make this coming season a little easier and a lot more profitable.

Without skipping too much or going into too much detail, I'd like to review a few of the highlights of the Convention. For me, this year's Convention began with a quick Executive Board meeting followed by the Movers and Shakers Reception, which is simply a gathering of good friends and great movers. (If you would like to be invited to next year's reception, volunteer to be your chapter's president.) During Wednesday's committee meetings, we discussed many issues affecting movers and the customers we serve. The CMSA has become one of the largest and most respected state associations, and many of CMSA's positions regarding CARB or SDDC's proposed Open Season are developed at these meetings. I'd like to point out that committee meetings are open to all CMSA members, and I encourage everyone to attend any or all of these meetings. Following the committee meetings, the Board assembled for Chairman Hosea's last Board meeting and my first Board meeting.

Last year, Rick Hosea challenged CMSA Board members to get involved with their chapters, get current members more involved with the CMSA and attract new members. The hotel

(Chairman's Corner cont. on page 4)



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President's Comments

By: Steve Weitekamp

With the start of summer, your Association begins a new year. Our annual Convention culminated with the Chairman's Reception and Ball, a celebration of leadership. The event was an opportunity to thank the Outgoing Chairman Rick Hosea for his service and look forward to a new year with a new Chairman: PJ Welch. Chairman Hosea begins his year as Senior Chairman after a busy and successful year. His year as Chairman included the signing of CMSA-sponsored legislation AB 2118 with its positive modifications to the Public Utilities Code into law. He also oversaw an ever-broadening scope of Association involvement in issues important to our membership. His work took him around the country as an ambassador of the CMSA, continuing a legacy of our Association's involvement as a partner with AMSA and IAM in support of our industry. He initiated a protocol to help new members understand the value of the CMSA. His development was for the Chairman and at least one other board member to contact each new member, and let them know that they were available to provide support.

I welcome Chairman Welch to his new office and look forward to all that the coming year will bring. Some of what will be done is known: visits to our 12 chapters, monthly columns in *The Communicator*, Board and committee work, etc. However, some are not known and that is where a leader has an opportunity to shine. Chairman Welch has already participated with me in CPUC discussions on the implementation of the electronic document distribution protocol, and played a critical role in the development of our recent letter to the SDDC in regards to their proposed Open Season and the use of Scoping in that process. He comes to us with a willingness to do the job, the support of his family and coworkers, and a passion for our industry. We look forward to what the year will bring and are confident that his leadership will be an asset for the Association.

The month since our 95th Annual Convention has been a busy time for your Association. In

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(Chairman's Corner cont. from page 2)

sold out early, 88 golfers signed in at the Glen Annie Golf Club and 40 booths were set up for Thursday's Exhibitors Welcome Reception proving that the Board had stepped up to our Chairman's challenge. Large crowds assembled for each general business session, and were given updates from AMSA's Linda Darr and IAM's Terry Head. Sean Edgar kept members current with CARB, and movers and transportation service providers met in small groups to discuss current issues involving military moves at the Military Breakout Session. After hearing from many scholarship recipients at the Paradise Awards Luncheon, Mover and Associate members proved that they had also stepped up to Rick's challenge by donating more than \$78,000 to the

CMSA Scholarship Fund.

Standing at the podium and speaking at the Saturday's reception, I began to realize what an honor it is to be the Chairman of the CMSA. I'd like to thank Rick Hosea for all of the work that he has done leading the CMSA. I would also like to thank Crown Worldwide Moving & Storage for supporting Rick as the CMSA Chairman. I'd also like to thank CMSA staff for putting together another great Convention. I believe that the CMSA is not just a resource for Mover and Associate members. The CMSA is a valuable tool that can help make us better movers and improve the bottom line. I challenge all members to take advantage of everything that the CMSA has to offer, and I look forward to the responsibilities of being the Chairman of the CMSA.

(President's Comments cont. from page 3)

addition to the increases in consumer requests, there has been a positive sign of an increase in business for our membership. We have conducted committee and Executive Board conference calls and communication. The Military Affairs Committee developed a position on the upcoming SDDC-proposed Open Season and the use

of Scoping in that process. The document was forwarded to the CMSA Board of Directors and, after unanimous approval, CMSA's position was forwarded to Lt. Col. Erhardt of the SDDC. Our goal is to continue to have a positive impact on the agents and service providers who are engaged in the work of moving our military members.

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Calendar of Events

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Monterey Bay Chapter Golf & Bocce Ball Tournament

Friday, October 4, 2013
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Monterey, Calif.

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(CMSA Convention cont. from page 1)

Rick Hosea finished old business during his last Board meeting and thanked his directors for their support during his term. The incoming Chairman **PJ Welch** conducted his first Board of Directors meeting to discuss new business and to review the new committee lists for the 2013-2014 year.

Convention golfers woke up Thursday to a beautiful Santa Barbara morning for the shotgun start of the CMSA Annual Convention Golf Tournament at the Glen Annie Golf Club in Goleta. The golf tournament, sponsored by **Pioneer**, allowed Convention delegates to network with other companies while enjoying a warm, clear day on the course. **TransGuard Insurance Company of America** sponsored the \$10,000 hole-in-one opportunity on the ninth hole.

Thursday evening was the well-attended Ex-

hibitors Welcome Reception, sponsored by **New Haven Moving Equipment Corp.** As a special tribute to the Association's former manager who had passed away in December 2012, CMSA President **Steve Weitekamp** spoke a few words about **Patricia Andrews** and how loyal she re-



mained to CMSA after her retirement, and shared a short slideshow of her. During the reception, CMSA exhibitors interacted with various moving company executives and demonstrated new products and services available in the market. Delegates visited the large number of exhibitor booths while

enjoying a broad selection of appetizers and drinks throughout the night.

Friday morning began with the Santa Barbara Breakfast, sponsored by **Trans Advantage**. Following breakfast, CMSA Secretary/Treasurer **Patrick Longo** of **Andy's Transfer**

(CMSA Convention cont. on page 7)



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(CMSA Convention cont. from page 6)



& Storage started off the Friday General Business Session with an Invocation and a remembrance of recently passed CMSA members. Master of Ceremonies **Ben Geissel of Galbraith Van & Storage Co. Inc.** then welcomed CMSA delegates to the Convention and conducted

the annual roll call of delegates.

Colette Carlson of Speak Your Truth Inc., the 2013 Convention keynote speaker, was first to speak during the General Business Session. **Carlson** spoke about the need to “grow out of your comfort zone” to adapt to a changing business climate. “We need to stop going through the motions and go through the emotions,” **Carlson** told delegates. She spoke about the emotional connection that draws consumers to businesses through stories. Stories, in her opinion,

allowed the company’s business principles to resonate with consumers. Consumers, in turn, share these stories with other consumers. Throughout her slideshow presentation, she showed other companies’ different emotionally triggered marketing pieces that retained current customers but also attracted new customers.

Carlson also emphasized the need for executives to align the business practices they preach to their employees with their own actions. “You’ve got to walk your talk,” **Carlson** said. Employees who are kept engaged in the work culture allow them to make a difference professionally and keep the company moving forward. Also, **Carlson** stressed the need for employers to thank or give recognition to team members to promote a positive work environment



(CMSA Convention cont. on page 8)

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(CMSA Convention cont. from page 7)

and work performance.

The 2012-2013 CMSA Chairman **Rick Hosea** of **Crown Worldwide Moving & Storage**



discussed how much he has learned from his travels to all the CMSA chapters with **CMSA President Steve Weitekamp**. **Hosea** also presented a photo slideshow of his memories as CMSA Chairman throughout the year.

Linda Bauer Darr of the **American Moving &**

Storage Association (AMSA) presented her outlook on interstate moving trends. She also spoke about the challenges faced by drivers in the industry, which include tax burdens and rising fuel prices. **Darr** discussed AMSA's effort in addressing the driver shortage with their new

Registered American Moving Program. **Darr's** advice for moving companies for the next year is to react to change by fixing the problem and not the blame, stay focused on an excellent move and play fair to strengthen and build your business.

Next, **Sean Edgar** of **Clean-Fleets.net** reviewed the existing California Air Resources Board (CARB) Truck & Trailer regulation. **Edgar** outlined the compliance schedules for both lighter trucks and heavier trucks. He also reviewed frequently asked questions from other moving companies.

Master of Ceremonies and Outgoing Chairman **Rick Hosea** began the Friday Blue Pacific Luncheon, sponsored by **Paul Hanson**



(CMSA Convention cont. on page 10)

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(**CMSA Convention** cont. from page 8)

Partners Specialty Insurance, with introductions of the head table. **Weitekamp** then conducted the ceremonial swearing in of the newly elected Board Members and the re-elected Board Members: **Sally Bolger** of **Grace Moving Company LLC**, **Vince Cardinale** of **Cardinale Moving & Storage Inc.**, **Maribeth Wolf** of **Golden Gate Moving & Storage Co.**, **Tim McCarthy** of **McCarthy Transfer & Storage Inc.**, **Mark Andersen** of **Andersen Van & Storage**, **Alan Freese** of **Miller Moving & Storage**, **Robert Fraser** of **Redwood Moving & Storage**, and **Sharon Hildreth** of **Chipman Relocations**. **Patrick Longo** of **Andy's Transfer & Storage** was announced as the elected 2013-2014 CMSA Secretary/Treasurer.

Chuck Cole, president of **Advocation Inc.**, discussed the financial strain and political tur-

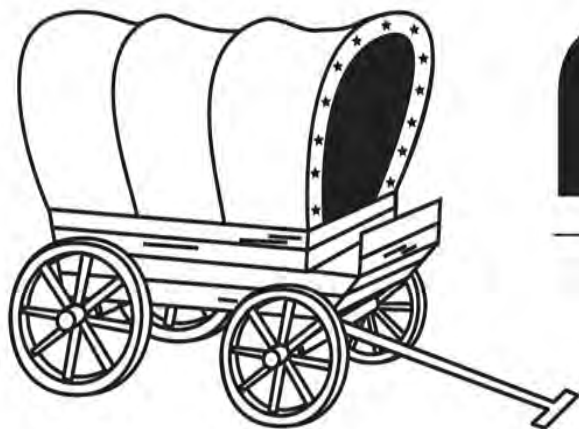
moil the CPUC is currently under and presented a detailed picture of the political climate in Sacramento. After lunch, **Hosea** invited delegates to the Military Breakout Session, which included a special Department of Defense (DOD) presenta-

tion by **Terry Head**, president of the **International Association of Movers (IAM)**.

Head began the Military Breakout Session with a slideshow presentation about DOD changes, which include new TSP qualifications, scoping, potential of an Open Season, DOD budget issues and DP3 Phase III. The Military Breakout Session moderator, **Tim**

McCarthy of **McCarthy Transfer & Storage Inc.**, introduced the military experts: **Matt Connell** of **Total Military Management**, **Bobby Albert** of **Albert Moving**, **Steve Vockell** of **Suddath Van Lines**, **Tim Helenthal** of **National Van Lines** and **John Lance** of

(**CMSA Convention** cont. on page 11)



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(CMSA Convention cont. from page 10)

NMS Moving Systems Inc. Attendees were given an opportunity to visit with each military expert during concurring 15-minute round table discussions regarding the military experts' chosen topics. Refreshments at the Military Breakout Session were sponsored by **Total Military Management**, **Albert Moving**, **Suddath Van Lines**, **National Van Lines Inc.** and **Wheaton | Bekins**.



On Friday night, delegates enjoyed a private barbecue dinner at the Cabrillo Pavilion Arts Center.

Scheduled entertainment at the event kept delegates engaged, such as the CMSA Ventura/Santa Barbara Chapter Apple Grab Competition, well-known strolling magician Mark Collier and caricature artist Michael Beickel. The Center dinner was sponsored by **Kentucky Trailer, Arpin**

Van Lines Inc., **Atlas Van Lines Inc.**, **Cardinal Van & Storage Co.**, **National Van Lines Inc.**, **North American Van Lines**, **Stevens Worldwide Van Lines Inc.**, **UniGroup Inc.** and **Wheaton | Bekins**. Transportation was sponsored by **DEWITT Cos./Royal Hawaiian Movers**.

The American Riviera Breakfast, sponsored by **ECS Refining**, began the Saturday morning. Master of Ceremonies **Vince Cardinale of Cardinale Moving & Storage Inc.** ran the Saturday General Business Session events. First



speaker of the morning, **Terry Head** informed delegates about the international shipping market. He said the United Migration Study showed that Americans are more likely to pack and relocate due to employment opportunities. The most

(CMSA Convention cont. on page 12)

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(CMSA Convention cont. from page 11)

popular countries that U.S. employees move to are the U.K., Germany and China. **Head** wanted to make clear that the global economy as a whole will grow, which would create more business in the international arena.

The Van Line Panel discussion followed with **Steve DeBolt** of **San Diego Van & Storage Co.** as the moderator. Panelists included: **Jeff Newcomer** of **Arpin Van Lines Inc.**, **Steven Hermann** of **Atlas Van Lines Inc.**, **Tim Helenthal** of **National Van Lines Inc.**, **Dan Robertson** of **North American Van Lines**, **John Lograsso** of **UniGroup Inc.** and **Morrie Stevens Jr.** of **Stevens Worldwide Van Lines Inc.**

The panelists indicated that their companies have focused on becoming eco-friendly and ever more tech savvy, including using cloud-based programs and the Internet to communicate with agents and drivers. The Internet has also been a source of negative publicity for agents and van lines on consumer review websites. Some van lines have started initiatives to respond to negative posts published on consumer review websites to help resolve the issue and to avoid bad publicity for agents. As far as the industry's future, many panelists have said that owner operators will still remain as an essential part of the moving business, but the services provided may

(CMSA Convention cont. on page 13)

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(CMSA Convention cont. from page 12)

be different than what it is now to remain competitive.

CMSA Counsel Mark Hegarty of Hegarty Law Offices gave a few anecdotal lessons for attendees to learn from as part of his "No Good Deed Goes Unpunished: Updates and Lessons of 2012" presentation. Throughout his speech, **Hegarty** clarified what actions the client did incorrectly to help movers avoid these mistakes in the future.

The next presenter, **Bobby Albert of Albert Moving** discussed his idea of "Values-Driven Leadership" as core values every company should follow for all business ventures. It is through the business' core values that will focus more on the customers' needs and will, in turn, create loyal customers for the future.



Besides resonating with customers, the employees who believe in the core values of the company will perform better and will move the company/brand forward.

The Paradise Awards Luncheon, sponsored by **Champion Risk & Insurance Services L.P.** and **Vanliner Insurance Company**, followed the Saturday General Business Session. Master of Ceremonies and CMSA Secretary/Treasurer **Patrick Longo** introduced Sara Spataro, Region Director of Special Olympics Santa Barbara, and Special Olympics athlete Nannette Clark to say a few words about the Special Olympics program and to accept the

CMSA's \$5,000 donation to the Special Olympics Southern California. **Weitekamp** announced the college scholarship winners, and those who attended the luncheon walked on stage to thank

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the membership and spoke about their scholastic endeavors.

The Chapter Presidents were also recognized and awarded certificates for their support and contribution to the CMSA during the luncheon. San Diego Chapter President **Thomas McCarthy** of **McCarthy Transfer & Storage Inc.** was presented with the Chapter of the Year award. **McCarthy** had thanked all who supported the chapter throughout the year and had presented the San Diego Chapter's large donation check of \$25,000 for the CMSA Scholarship Fund.

President **Weitekamp** recognized and presented plaques to retiring Board Members **Dennis Doody** of **Blue Chip Moving & Storage Inc.** and **Amy Messinger** of **Cummings Moving Company** for their active service and leadership in the CMSA.

Signaling the conclusion of the 2013 Convention was the Chairman's Reception and Dinner/Ball, sponsored by **CDS Moving Equipment Inc.** CMSA Associate Board Member **Jeff Nadeau** of **DEWITT Cos./Royal Hawaiian Movers** drew and announced **Ben Geissel** of **Galbraith Van & Storage Co. Inc.** as the grand

prize winner of the **DEWITT Cos./Royal Hawaiian Movers**-sponsored Maui Trip! Happy to have won the prize, **Ben Geissel** and his wife, **Leslie Geissel**, stood with Nadeau to have their picture taken with the Maui Trip prize poster. Master



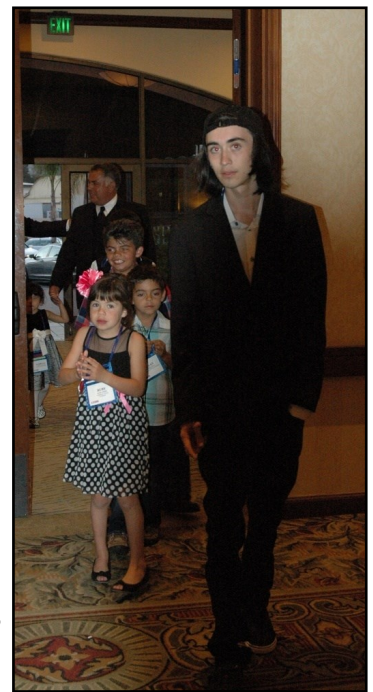
of Ceremonies and CMSA Vice Chairman **Jay Casey** of **Casey Moving Systems** announced **PJ Welch** as the Incoming CMSA Chairman. **Welch** was escorted into the ballroom by his nieces, nephews, stepson and his daughter, **Isabella**.

CMSA President **Steve Weitekamp** presented Outgoing Chairman **Rick Hosea** his honorary lifetime membership and Chairman's gift. **Hosea** thanked Steve, CMSA staff and Claret for giving their support during his Chairman year.

Pat Welch, president of **Cardinal Van & Storage Co.**, spoke about how intelligent **PJ** was as a young man. Proud of his son's academic record as well as his community service record, **Pat Welch** proudly offered the microphone to his son for his acceptance speech.

PJ Welch thanked his parents for their support and for everything that they had taught him. He said that he will always consider himself first and foremost a mover and promised CMSA delegates that he would follow his predecessor's lead in continuing to be passionate about the moving and storage industry. The delegates ended the Convention by dancing to Area 51 band's music.

Thank you to all the attendees who joined us Santa Barbara to make this another memorable Convention! Please mark your calendars to join us for the 96th Annual Convention April 29-May 4, 2014, at the Hyatt Regency Monterey in Monterey, Calif.



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Tim McCarthy

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**CMSA Legal Counsel
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**CMSA Ventura/
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CONVENTION PHOTOS



CONVENTION PHOTOS



2013 CMSA Convention Golf Tournament at the Glen Annie Golf Club in Santa Barbara



(Convention Golf Tournament cont. on page 19)

(Convention Golf Tournament cont. from page 18)



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Ventura/S.B. Chapter Hosts Bowling Tournament

By: John Lance, NMS Moving Systems Inc.

On Sunday, April 7, the Ventura/Santa Barbara Chapter held its annual bowling tournament in Simi Valley, Calif. Roger Babbitt and Jayma Babbitt of NMS Moving Systems chaired this event with more than 90 people in attendance. The chapter was able to raise more than \$5,500 for the CMSA Scholarship Fund as well as the Special Olympics.

Thanks to all that attended and a special thanks to the bowling tournament sponsors:

Champion Risk & Insurance Services L.P., New Haven Moving Equipment Corp., NMS Moving Systems Inc., Andy's Transfer & Storage, Pioneer Packaging, Hazelwood Allied Moving & Storage, Modesto Transfer & Storage Inc., DEWITT Cos/Royal Hawaiian Movers, Tire Pros, Gold Coast Tire, Doc Ackerman's Pet Products, Simi Pacific Building Materials, Bill Fellows Electrical & Lighting and Jaye, Reader & Rhoades, LLP Accountants & Consultants.



Roger Babbitt announces sponsors.

Move-Pros Named Agent of the Month

Move-Pros of Fremont, Calif., has been selected as Wheaton's March 2013 Agent of the Month.

In addition to numerous sales and hauling awards, Move-Pros has received the Total Quality Commitment award each year since 2007. In 2011, Move-Pros received Wheaton's Agent of the Year award.

Owners Felipe Musskopf and Jackie Kavanaugh of Move-Pros was appointed as a Wheaton agent in 2006 and opened a second Move-Pros location in Sacramento, Calif. last year.

How to Avoid Heat Stress

According to the Centers for Disease Control and Prevention (CDC), movers can help avoid heat stress by following these rules:

- **Wear light-colored, loose-fitting clothing.**
- **Gradually build up to heavy work.**
- **Take more breaks in the shade or a cool area when possible.**
- **Drink water frequently. Approximately one cup every 15-20 minutes.**
- **Avoid drinks with large amounts of caffeine or sugar.**
- **Monitor your physical condition**



Thank you to our 2013 Convention Exhibitors!



A.A.C. FOREARM FORKLIFT
Jose Rosales and Mark Lopreiato



**AADT — AMERICAN ALLIANCE
DRUG TESTING**
Betty Plowman and Sean Edgar of
CleanFleets.net



**ALL AMERICAN TRUCKING
& TRANSPORT**
Justin Baron and Sara Beeman



ALLIANCE RELOCATION SVCS
Bob Craig



CARGOTEC USA INC.
Randy Fleck



CDS MOVING EQUIPMENT INC.
Mitchell Snelson, Randy Williams,
Andy Smith and Allen Sidor



**CHAMPION RISK &
INSURANCE SERVICES L.P.**
Cindy Raby and Mark Raby



COMPUSOURCE
Ron Shea



CUSTOM MOVERS SERVICES
Guy Lambert and RaeDeane Van
Meter of Republic Moving & Storage

(Convention Exhibitors cont. on page 21)

(Convention Exhibitors cont. from page 20)



DAVE HESTER AUCTIONEER
Dave Hester



DAYCOS
Sue Fuchtmann and Glen Fuchtmann



DEPENDABLE AUTO SHIPPERS
Robert London



**DEWITT COMPANIES/
ROYAL HAWAIIAN MOVERS**
John Lindstrom, Edward Wong
and Jeff Nadeau



ECS REFINING — ecollective
Patricia Potter



**ENTERPRISE COMMERCIAL
TRUCKS**
Paul McGlynn and Brett Klynn



FLEENOR PAPER COMPANY
Stuart Hurvitz, Corina Rochex and
Al Almeida



GOLDEN STATE CONTAINER
John Kay, Richard Rosas and
Justyn Pak



**INTERNATIONAL ASSOCIATION
OF MOVERS**
Terry Head and Janet Seely



KENTUCKY TRAILER
Doug King and Bill Trimble



MILBURN PRINTING
Richard Rosselli and Iwona Rosselli



MOVING.COM
Josh Packer and Jason Clark

(Convention Exhibitors cont. on page 22)

(Convention Exhibitors cont. from page 21)



**MOVINGCOMPANY
REVIEWS.COM**
Denzell Williams and Mark Bertrand



NATIONAL VAN LINES INC.
Mark Doyle, Donna Martin and
Tim Helenthal



**PAUL HANSON PARTNERS
SPECIALTY INSURANCE**
Nick Pedisich and Casey Myers



PERMIT PULLER
Cormac Mannion



**PET EXPRESS
ANIMAL TRANSPORT**
Mark Botten



PIONEER
Lenny Gollnick, Gary Blower and
John O'Callaghan



RELOTRANS LLC
Thomas Bailey and Frank Peditto



STERLING VAN LINES
Julie Clitheroe and Jay Clitheroe



STEVENS VAN LINES
Jeffrey Pink, Maria Pink and
Morrison Stevens Jr.



STORAGE AUCTION EXPERTS
John Cardoza and Donna Cardoza



TECHMATE INTERNATIONAL
Lynn Peterson



TRANS ADVANTAGE INC.
Tim Siner, Debbie Berger and
Mark Dziergowski

(Convention Exhibitors cont. on page 23)

(Convention Exhibitors cont. from page 22)



**TRANSQUARD INSURANCE
COMPANY OF AMERICA**
Susan Bocanegra and Carole Boettcher



VANLINER INSURANCE COMPANY
Debbie Spanley and Mike Lucas



NEW HAVEN MOVING EQUIPMENT CORP.
Rob Longo, Terry Notko, Daniel Haught, Larry Levine,
Michale Porter, Derik Haught and Mark Hildreth

CMSA Twin Counties Chapter Hosted Annual Golf & Bocce Ball Tournament

The Twin Counties Chapter hosted its Golf & Bocce Ball Tournament on Wednesday, March 27, 2013, at the Menifee Lakes Country Club in Menifee, Calif.

Sixteen golfers and 16 bocce ball players participated in the fundraiser, which benefits the CMSA Scholarship Fund and the Special Olympics. First-place winners of the golf tournament were Joe Hammer Jr. of California Relocation Services Inc., Brandon Dolman of California Relocation Services Inc., Jeff Hammer of California Relocation Services Inc. and Gary Blower of Pioneer Packing Inc. The Bocce Ball Tournament winners were Ken Armstrong of Ridgecrest Moving & Storage, Linda Armstrong of Ridgecrest Moving & Storage and Robert Campos.

The Twin Counties Chapter thanks its fundraiser sponsors for their support: **Ridgecrest Moving & Storage, Pioneer Packing Inc., Burgess Moving & Storage, Golden West Moving Systems Inc., McCarthy Transfer & Storage Inc., Paul Hanson Partners Specialty Insurance, DEWITT Cos./Royal Hawaiian Movers, California Relocation Services Inc., Hi-Desert Moving & Storage, Cardinal Van & Storage Co., Monument Moving & Storage and Twenty-Nine Palms Van & Storage Inc.**

Thanks to the support of the sponsors and for the chapter members' participation at the fundraiser, the Twin Counties Chapter was able to raise an additional \$2,100 for the CMSA Scholarship Fund.

UPCOMING CMSA CONVENTION SCHEDULES

96th Annual Convention Hyatt Regency Monterey

April 29 - May 4, 2014
Monterey, Calif.
\$199 per night + tax

97th Annual Convention Paradise Point Resort & Spa

April 28 - May 3, 2015
San Diego, Calif.
\$194 per night + tax



2013 CMSA Scholarship Recipients

Out of the many scholarship applications received by the CMSA office this year, these following students were granted this year's scholarship awards. We hope that the \$53,000 in scholarships granted this year will help these students with their academic goals. A special thank you goes to the CMSA Chapters for hosting their annual fundraisers to keep the CMSA Scholarship Fund going throughout the years.



Cherie
Andersen



Ian
Bloom



Morgan
Bloom



Cheyne
Boyer



Kahlie
Colwell



Devin
DeCarie



Ethan
Delgado



Mitchell
Evans



Jennifer
Faddis



Garrett
Geissel



Ashley
Harkiewicz



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Hosea



Elizabeth
Juarez



Austin
Lee



Spencer
London



Natalie
Madrigal



Veronica
Menne



Jasmine
Nguyen



Stephanie
Norman



Emily
Pacheco



Shelby
Proseus



Stephen
Shahbazian



Paige
Sikes



Joseph
Simas



Kelsey
Smith



Jennifer
Van Wey

A Few Words from CMSA Senior Chairman Rick Hosea

With the 95th CMSA Santa Barbara Convention now behind us, I thought it appropriate to reflect a bit on my experience as your Chairman. I am excited about the future of our Association with notable increases in membership along with higher participation at the various chapter events. We clearly have delivered our message of the importance of unity here at CMSA. I want to make sure that we don't become complacent with our recent achievements. Instead, we must continue to work together to further our collective efforts in working with the new PUC administration if we are to protect our right to a level playing field and to protect California's consumers.

I'd like to take this opportunity to thank our Associate members for their participation at this year's Convention. We are so fortunate to have the level of support we receive from our Associate members, especially for us to enjoy the level of quality at CMSA Conventions. This year was no different: We all benefited from another strong Convention program with the attendance

of many industry experts/leaders from all over the country. Colette Carlson (our keynote speaker) reminded us that we must always tell our story when speaking with our customers, and the value of a little "web and palm" when doing business with all of our customers. This year's Convention made a splash; our CMSA team did a marvelous job to create a wonderful Convention experience for us all. It was evident throughout that week that everything went off just perfectly. I can say that I truly had a great time in Santa Barbara and much of that can be attributed to the work of the entire CMSA staff.

I would like to tell you all of my gratitude for Steve Weitekamp and the work he is doing for CMSA. We spent a great deal of time together this past year and this allowed me to see firsthand how committed he is to each and every one of us as we traveled throughout the state attending chapter functions. Then, there were all the national meetings with SDDC, IAM,

(Senior Chairman cont. on page 26)



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- ❖ Household goods freight forwarding

Crown Worldwide Becomes Part of Armstrong Cos., Chosen for Solar Impulse's Support Transportation

SAN LEANDRO, Calif. – Crown Worldwide Moving & Storage, a United Van Lines agent and a leading global provider of transportation and relocation services, and Armstrong Relocation & Companies, one of United Van Lines' largest U.S. agents, announced today that they have signed an agreement pursuant to which Crown Worldwide Moving & Storage will become part of the Armstrong family of companies, significantly expanding its global footprint. The combined entity will have an elite international network of more than 400 movers in 175 countries and expanded coast-to-coast servicing capabilities across the U.S., with 25 agencies in 14 states, servicing more than 25,000 relocations annually.

Todd Watson, CEO of Armstrong Relocation & Companies said:

"Because of our similarity in cultural principles, our respect for Crown and our desire to grow in wise ways, both leadership teams agreed that the synergies and complementary business opportunities were too significant to deny. The positive impact and value we create for one another allows us to provide our clients with more powerful solutions. Armstrong's footprint of 22 locations scattered throughout the U.S., operational expertise, huge hauling fleet, and strategic sales and leadership teams can

(Crown Worldwide cont. on page 27)

(Senior Chairman cont. from page 25)

AMSA, PAIMA and so on. We are truly lucky to have such a committed professional leading our Association. Together with Steve's leadership, our newly elected Chairman PJ Welch's visions for CMSA will continue to take us in the right direction. I can say that I am leaving the Chair-

man's position with a bright future for our Association. In closing, I wanted to leave you all with a quote from Mr. Vince Lombardi which I feel can be applied for each of us: **"Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work."**



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GENERAL LIABILITY	COMMERCIAL PROPERTY	BENEFITS PROGRAMS	SPECIALTY COVERAGES	

(Crown Worldwide cont. from page 26)

add tremendous value to the already great things the Crown team is doing in California and around the world.

"At the same time, with locations in the Bay area, Sacramento and Los Angeles, Crown's presence strengthens Armstrong's ability to provide relocation and logistics services across the U.S. The greatest value Crown adds to the Armstrong organization is its expertise and global presence as a leader in industry. The marketplace wants more services through a single source, a U.S. domestic solution that spans the entire country, and a single, integrated global solution—that's what we will give them."

Tori Ferrante, President—International Division of Crown Worldwide Moving & Storage added:

"We are excited to become part of the Armstrong organization. Crown is proud of what we have achieved in the last 40 years and looks forward to continuing that success within the Armstrong family of companies. The business model Armstrong offers is such a great fit for us. Our shareholders quickly realized that the Armstrong model, operating values and strong

sense of mission complement our current business very well.

"We will continue to do what we do so well, operating under the same fundamental philosophy and maintaining the same support team structure. The only change is that we will have more global opportunities, complemented by coast-to-coast locations in the U.S."

Crown Worldwide Moving & Storage has also announced its role as the ground support relocation company for the Solar Impulse's "Flight Across America" Project.

Solar Impulse HB-SIA, an ultra-light weight solar-powered plane, designed to promote and inspire clean air transportation, is currently attempting a coast-to-coast flight from San Francisco to New York City.

Crown Worldwide is arranging for three trailers that contain Solar Impulse's ground support equipment and supplies to arrive when and where they are needed.

"It is a once-in-a-lifetime opportunity," says Crown Worldwide President Rick Hosea. "The whole Crown Worldwide team is excited that we were selected as the primary logistic service provider for this historic flight."

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

SAN FRANCISCO, April 24, 2013 – The California Public Utilities Commission (CPUC), in its ongoing commitment to consumer protection and safety, has recently taken a number of actions to protect consumers from illegally operating moving companies.

During the first quarter of 2013, 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 Citations

- **Bartle Brothers Moving Inc., based in San Diego** (MTR 189253), was fined \$1,000 for operating with revoked authority, failing to procure and maintain cargo insurance and worker's compensation insurance, and Various Max 4 violations.
- **Juan Carlos Jaimes dba JB Deliveries and Moving, based in Cathedral City** (Unlicensed), was fined \$1,000 for operating without a permit.
- **Gavriel Abitul dba Always 4 U Moving & Storage, based in Gardena** (MTR 190860), was fined \$2,250 for failing to issue combined agreements for moving services showing all required information, failing to include a Not to Exceed Price, failing to assess and charge proper rates, and failing to itemize and account for packing materials and container charges.
- **Richard Danielson dba Sunshine Boys**

Moving, based in Los Angeles (MTR 190472), was fined \$1,300 for failing to produce records, failing to retain the Important Notice About Your Move records, and operating and advertising without a household goods permit in effect.

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 directives to immediately cease and desist unlawful acts and to obtain a household goods permit.



1. Aguenda Dominguez dba Al's Moving & Delivery, based in La Quinta (Unlicensed): Advertised and offered household moving services utilizing business cards without a permit. The advertisement listed one phone number. Notwithstanding CPUC Cease and Desist notices directing the company to immediately cease all unlawful advertisements and operations, the company continued to violate the law. On January 17, 2013, the CPUC obtained a Finding of Probable Cause signed by a Riverside County Superior Court Judge. The Finding ordered disconnection of telephone service to the telephone number advertised and used by the company to violate laws in the State of California.

(CPUC Investigations cont. on page 29)

2. **Desi Movers Inc.:** Advertised and offered household goods moving services on the Internet. The advertisements listed one phone number. Notwithstanding CPUC Cease and Desist notices directing the company to immediately cease all unlawful advertisements and operations, the company continued to violate the law as evidenced by advertisements on the Internet. On February 1, 2013, 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 phone number advertised and used by the company to violate laws in the State of California.

3. **Jarvis Cox dba Keep it Moving Movers and Hire Some Movers, based in Sacramento**

(Unlicensed): Advertised and offered household goods moving services on Craigslist and elsewhere on the Internet. The advertisements listed one phone number.

Notwithstanding CPUC Cease and Desist notices and oral communication directing the company to immediately cease all unlawful advertisements and operations, and notwithstanding a prior termination of telephone service, the company continued to violate the law. On February 27, 2012, the CPUC obtained a Finding of Probable Cause signed by a Sacramento County Superior Court Judge. The Finding ordered disconnection of telephone service to the number advertised and used by the company to violate laws in the State of California.



- **MTF Relocation Inc. dba Best Local Relocation, based in San Jose** (MTR 190354 -Revoked): The CPUC participated in a multi-agency taskforce along with the Santa Clara District Attorney's office, the FBI, the Department of Transportation, Immigration and Customs Enforcement, Weights and Measures, and other agencies targeting problem moving companies in Santa Clara County. A search warrant was executed on MTF's place of business. Oren Avitan, owner of MTF, was not present and fled the country. Employee Rodney Duque was arrested and charged with 32 counts of conspiracy and grand theft. A preliminary hearing was held in November 2011 in the Superior Court of Santa Clara County for Duque and five charges were dropped due to an inability to locate some of the victims. Duque was held to answer on 26 of the 27 remaining counts. Duque received a sentence of 16 months in jail and was ordered to pay restitution.

- **ASAP Relocation Inc. dba America's Best Movers, based in San Jose** (MTR 189718 Revoked), Case PSG 2079: ASAP Relo-

cations was the target of a multiagency taskforce along with the Santa Clara District Attorney's office, the FBI, the Department of Transportation, Immigration and Customs Enforcement, Weights and Measures, and other agencies targeting problem moving companies in the Santa Clara County. Owner Roni Hayon and others were arrested and released on bond. On September 19, 2012, the CPUC further assisted in serving a search warrant on Hayon's accountant. The CPUC assisted in finding additional documents belonging to other companies that are under investigation, and also assisted in providing information needed

Criminal Actions

(CPUC Investigations cont. on page 30)

(CPUC Investigations cont. from page 29) to

amend the search warrant to confiscate those documents. The company's permit has been revoked. A criminal case was presented to a grand jury and indictments were handed down.

Overcharges and Refunds

The CPUC assisted and/or directed moving companies to refund consumers more than \$13,000 for overcharges and other violations of the Maximum Rate Tariff 4.

Official Notice

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

1. Mike Russell dba Mr. Mover's Moving Assistance, Antioch (Unlicensed)
2. Joshua Silva dba Coastal Moving, San Diego (MTR 190132)
3. Cesar Fernandez dba Moving Cesar and Moving and Labor Cesar, Oakland

(Unlicensed)

Cease and Desist Notice

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

Companies issued a Cease and Desist notice:

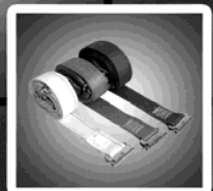
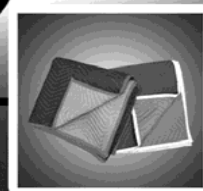
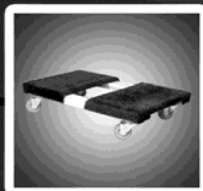
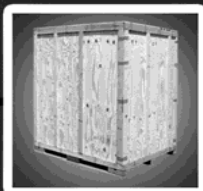
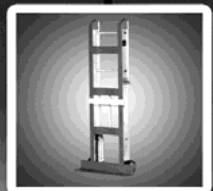
1. Dan Dubow dba Dan the Mover, Castro Valley (Unlicensed)
2. David Clark dba Best Moving Company, Gardena (Unlicensed)
3. Continental Relocations Inc., Gardena (MTR 190629)
4. A Guy and A Truck Moving, Los Angeles (Unlicensed)
5. Valdiviezo dba Mudanzas by Jorge, Daly City (Unlicensed)
6. Robert Reagan dba SF Dependable Movers, San Francisco (Unlicensed)
7. Wolfgang Christian Dykow dba Superstar

(CPUC Investigations cont. on page 31)



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Service, Santa Clara (Unlicensed)

8. Josh Smith dba Bay Area Pro Moving, Bay Area Movers Express, Fast Local Moving (Unlicensed)
9. Frank Colclough dba Franks Delivery & Moving, San Mateo (Unlicensed)
10. Back Breaker Movers, Santa Maria (MTR 190443 Revoked)
11. Juan Ortega dba Ortega's Delivery Service, Garden Grove (Unlicensed)
12. Mark Halverstadt dba MovinMark, Martinez (Unlicensed)
13. Maria Ayala dba S & C Moving (Unlicensed)

Modesto Transfer Hosts Troop Support Event

On Saturday, May 11, Modesto Transfer & Storage Inc. hosted the Cpl. Charles O. Palmer II Memorial Troop Support Program event at its facilities.

These events gather personal care packages that include food, toiletries, games, etc. to send to the troops overseas. Modesto Transfer & Storage Inc. raised 61 boxes worth of care packages and in excess of \$500 for shipping costs.

Modesto Transfer & Storage Inc. is an agent for Atlas Van Lines.



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EMPLOYMENT OPPORTUNITY

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

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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.

BRANCH MANAGER

San Jose, CA full service company seeks Branch Mgr. with sales, operations and management experience desired. Silicon Valley contacts a plus. Compensation includes salary, branch and sales commission. Send resume to CMSA - Box 093, 10900 E. 183rd St., Ste. 300, Cerritos, CA 90703-5370.

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

LA/OC office & industrial Project Manager immediate opening. Full time, salary + incentives + benefits, at least 3 years O&I experience, must be computer literate, must have excellent communication, people skills, dealing with prestigious clients, evening & weekend work. Please email resumes to: dblackwell@kingofficeusa.com.

BUSINESS FOR SALE

Very successful 40-year-old moving and storage business having tripled sales and profits the last 7 years in Central Valley. Owner to retire. Send resumes and letters of inquiries to: CMSA, Box J38, 10900 E. 183rd St., #300, Cerritos, CA 90703.

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.



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EZ - Crate Legal

Crate - Model # LBB-2718

Dolly - Model # LBB-2818

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