

# *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

## **Mixed Bag Recovery Remains for U.S., California Economies**

The current economic recovery remains confounding. Overall growth continues to be disappointing, even though parts of the economy appear to be roaring back to life. Real gross domestic product (GDP) has averaged just a 2.2 percent pace during the first four years of this economic recovery and has risen just 1.6 percent over the last year.

By contrast, economic growth averaged a 3.3 percent pace in the 25 years prior to the Great Recession. Job growth has also lagged behind previous recoveries, but the unemployment rate has declined anyway, as many potential job seekers have left the workforce, which has pulled the employment population ratio down to the lowest levels seen in more than 30 years.

Not only has growth been slower, but it also has been uneven. Parts of the economy have come roaring back to life, most notably the stock market, home prices and the technology and energy sectors. Other areas have faced a more difficult road to recovery. The fundamentals have improved much less than asset prices have.

Overall job growth remains weak, with non-farm employment averaging a gain of just 179,000 jobs a month over the last three years. Moreover, a disproportionate share of the jobs added over the last three years has been in

lower-paying industries, many of which traditionally employ a large proportion of part-time workers.

The result has been exceptionally meager income growth, which has restrained consumer spending and limited the impact of the Fed's exceptionally easy monetary policy. Income

growth has been supplemented by extended unemployment benefits and expanded food stamp payments, both of which were reined in toward the end of 2013.

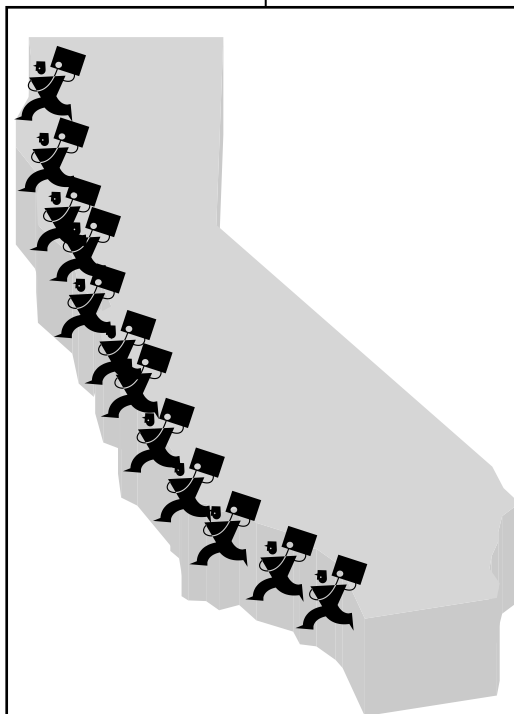
### **Modest Improvement**

Economic conditions are expected to improve modestly in 2014, as the recovery in homebuilding gains momentum and the drag from cutbacks in federal spending ebbs. Consumer spending and business fixed investment should both grow more solidly than they did in 2013, but the recovery will remain constrained relative to past

experience.

Real GDP is expected to rise at a 2.4 percent annual rate and the unemployment rate should dip to just below 7 percent by the end of 2014. The Federal Reserve is expected to begin to scale back its monthly securities purchases during the spring, which will result in modestly higher mortgage rates, but not so high as to

*(Economic Recovery cont. on page 6)*





## Chairman's Corner

By: PJ Welch

Happy New Year! As 2014 begins, I find myself considering what opportunities exist and what will be the greatest challenges of the new year while reviewing where our company succeeded and which areas will need improvements. As CMSA Chairman, I am in a unique position to travel the state and meet with both Mover and Associate members and to get a firsthand look at how various organizations are preparing for the coming summer season. An improving economy combined with increased regulatory requirements has me wondering how our industry will react and provide quality relocation services as demand increases. As a mover in California, I find myself combining what I have recently learned with past experiences to form a New Year's resolution to be prepared for expected capacity constraints.

Every year, I resolve to be better prepared than the year before. While reviewing what

worked well and what needed improvements in 2013, I also consider what will be different in the coming year. Without a doubt, CARB will have major effects, both good and bad, on our industry. While it is easy to focus on the negative side of new regulations (Will driver shortages lead to peak season blackouts or can I afford to replace my entire fleet over the next 10 years?), as agents we need to be certain that we have enough containers on hand or that local crews have the ability to load shuttle trailers in order to take advantage of the increased demand for our services. As we plan for these changes, it is also necessary to communicate with our staff and contractors so that we reach the stated goals. While trying to convince a contractor that new equipment will lead to lower costs in addition to being CARB-compliant, it is not an easy task. At a minimum, the conversations must take place and examples of cost savings must be provided.

Resolutions are easy to make, but sometimes difficult to keep. Once plans have been made and communicated, a system will have to be developed to measure their success or make

*(Chairman's Corner cont. on page 4)*

*Royal Hawaiian Movers*

**DEWITT**  
MOVING & STORAGE  
GUAM

**APPROVED**  
FREIGHT FORWARDERS  
— Servicing Hawaii & Guam —

*Royal Alaskan Movers*



**Link:** [link] noun

A relationship between two things or situations, especially where one thing affects the other.  
A connecting element; a tie or bond.



**LET US BE YOUR LINK  
TO THE PACIFIC AND BEYOND**

9089 Clairemont Mesa Blvd. #301 | San Diego, CA 92123 | Toll-Free (877) 857-9870 | [www.dewittmove.com](http://www.dewittmove.com)

## **ARROW** TRUCK SALES

### **"GET THE ARROW EDGE"**



#### **Experience you can count on!**

#### **North America's #1 Used Truck Dealer!**

Our business for the past 61 years has depended upon our expertise in inspecting and reconditioning used equipment. We have a national account program just for the moving industry which includes:

- **Provide you with written trade terms on each sale. No awful surprises!**
- **Save you time by coordinating your purchase with the van line office!**
- **Flexible financing alternatives!**

#### **You will have the services of your very own Truck Consultant!**

We are truck consultants, not used truck salespeople. You will find that when comparing apples to apples in trucks, we will always be competitive.

#### **But price isn't everything!**

We will always provide the best value when you consider the time savings of turning the reconditioning and preparing process over to me. We can give you a truck ready to earn revenue 30 days before the first payment is due.

**"Now that is a difference that immediately benefits you!"**

#### **CALL US BEFORE YOUR NEXT TRUCK PURCHASE!**

**Central & Northern CA  
PREET KAUR**

**Southern CA  
TOM BRANCATO**

**888-646-2776**



### **President's Comments**

By: Steve Weitekamp

In December, the California Air Resources Board (CARB) conducted several meetings between its staff — including Erik White, Tony Brasil, Elizabeth White and Todd Sax — and the public to discuss proposed potential modifications to the On-Road

Diesel Engine Regulation. The proposed modifications were reviewed in the November 2013 CMSA Communicator cover article, which included an exemption for CARB-registered trucks operating less than 5,000 total miles per year until 2020 and a short-term, less than six months, Good Faith exemption addressing several issues. Many CMSA members participated in CARB seminars in Diamond Bar, San Diego and Sacramento.

Below are the comments that I expressed during several of those meetings:

*"The moving and storage industry, like the construction industry, has struggled through the greatest recession since the Great Depression. (Note: Construction, a much larger industry, is an industry that the CARB is very familiar with and therefore a valuable touch point to shortcut the discussion.) The On-Road Diesel regulations are placing a financial strangle hold on our industry. Moving and storage is a low-margin business. We are a service industry that happens to own trucks. We drive relatively few miles, with most of our equipment operating less than 40,000 miles per year. Frequently, our movers run their trucks less than two hours a day.*

*Moving and Storage is a vocational trucking business very similar to construction trucking. If "they" don't build it, "we" can't move you into it.*

*We ask that any relief given to construction needs to be extended to all vocational trucking. Additionally we ask for access to grant funds that have been sealed off to movers due to our low mileage and the fact that we don't move "salable goods." We ask that any additional modifications to the rule include the California Moving & Storage industry and that the*

*(President's Comments cont. on page 5)*





## Members can now register for the 2014 CMSA Convention!

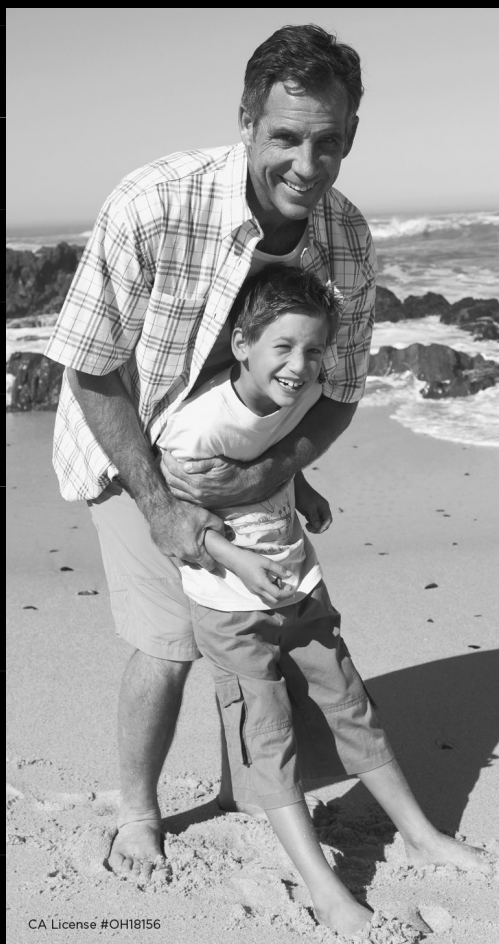
April 29-May 4  
Hyatt Regency Monterey Hotel & Spa  
Monterey, California

**REGISTER TODAY!**

*(Chairman's Corner cont. from page 2)*

changes if things are not going well. After many difficult years, we cannot afford to not take advantage of every opportunity presented in 2014. As an agent, I know the markets that our company will be focused on, what types of equipment need to be purchased and what training will be necessary so that high levels of service will be provided to our customers. I also know that these plans are not set in stone and can be changed at any time in order to reach stated goals.

Finally, when making a New Year's resolution, it is always good and fun to find out what someone else has committed himself or herself to. A quick check of the CMSA website shows that seven chapter meetings and seven chapter fundraising events are scheduled during the first four months of the year. If you only make one resolution this year, commit to becoming a more active CMSA member by attending more chapter events and planning to attend the 96th Annual CMSA Convention in Monterey.



## DISCOVER THE MANY BENEFITS OF WORKING WITH CHAMPION RISK.

With decades of experience advising our clients in the moving and storage industry, Champion Risk is proud to be **CMSA's endorsed employee benefits consultant.**

But there's more to Champion Risk than health and wellness. Turn to us for all your business insurance needs.

- Property
- General Liability
- Warehouse Legal
- Motor Truck Cargo
- Auto
- Crime
- Surety Bonds
- Umbrella
- Workers Compensation
- International Cargo
- Independent contractor coverage
- Captive Programs

**Champion Risk**  
& Insurance Services, L.P.



*An Affiliate of Wood Gutmann & Bogart Insurance Brokers*

Phone: 858-369-7900 | Web: [championrisk.net](http://championrisk.net)

CA License #OH18156



**(President's Comments cont. from page 3)**

*Vocational Trucking definition include the moving and storage industry. Essentially, the California Moving & Storage Association requests:*

- *More Time/Postponement of the Rule,*
- *Higher Exemption Threshold (5,000 total mile exemption is not enough) and*
- *Access to Grant and Loan Funds as Vocational Trucking has been Excluded"*

In addition, we also shared our concern regarding recent incidents where HHGs carriers have been subject to the Drayage Rule when transporting containers not involving their direct service to or from the port. Our Association has participated in this process since its inception and has served as a participant in the TRAC subcommittee.

Any modifications to the rule will not be finalized until it's reviewed and approved by the CARB Board of Directors at their scheduled meeting on April 24, 2014, in Sacramento. CMSA will be there to represent our membership as well as the greater moving and storage industry.

In other news, applicable items in the MAX 4 Tariff are scheduled to increase .07 percent in 2014. The expected date of adjustment is January 16, 2014. Based on past experience, it will probably take some time after this date to get a copy of the modified tariff pages. While this increase may seem relatively small, it would have been nonexistent if not for CMSA's application that resulted in the January 21, 2010, CPUC decision to reset the productivity offset factor from .667 to .95 for five years. The decision also stipulated that after this five-year period, which extends through 2015, the productivity offset factor will either be .95 or .85, dependent on California economic conditions, and not to return to the ridiculous offset factor of .667.



**After 109 years,  
we know what it takes  
to keep moving forward.**

**Stevens Worldwide Van Lines is  
committed to growing its agents and assisting  
them in building their local and interstate business.**

- Dedicated Agency Development Team
- Lead generation and appointment setting
- Real Estate partnership programs

- Financial and corporate stability
- Unlimited hauling potential
- Co-op advertising and marketing support

- International capabilities
- Agent payments made at time of billing
- Outstanding military business opportunities

To learn more about becoming a Stevens agent,  
contact Morrie Stevens, Jr. [agents@stevensworldwide.com](mailto:agents@stevensworldwide.com)  
800.678.3836, ext. 359



Proud supporter of the National Breast Cancer Foundation, Inc.®

**STEVENS®**  
worldwide van lines

The Way to Move. The Way to Care.



USDOT 72029

**[agents.stevensworldwide.com](http://agents.stevensworldwide.com)**

**(Economic Recovery cont. from page 1)**  
undermine the housing recovery.

### Uneven Recovery

The uneven nature of the recovery is evident across California, with the coastal areas largely enjoying stronger job gains, reduced unemployment and soaring home prices.

The interior parts of the state have by and large been not so lucky, with meager job gains, stubbornly high unemployment and less of a rebound in home prices.

Other splits are evident, with newer industries such as mobile devices, social media, search and cloud computing taking off, while old mainstays like agriculture, manufacturing and construction have taken longer to gain traction. Tourism, international trade, and the media and entertainment industry have come back solidly, as has health care and life sciences.

### Income Growth

Even with a bifurcated recovery, California has been able to put up some impressive numbers. Real GDP grew 3.5 percent in 2012 and personal income has risen 3 percent over the past year. Nonfarm employment has reportedly

slowed, with the latest year-to-year growth coming in at 1.4 percent.

The Quarterly Census of Employment and Wages data show that job growth through March, which is the latest data available, is nearly twice that strong, at 2.9 percent. Moreover, every metropolitan area has seen employment increase over the past year.

Although all major California metropolitan areas have seen year-over-year employment gains, the strongest job growth has clearly been along the coast. Santa Cruz, San Jose, San Francisco and Orange County have consistently seen some of the strongest nonfarm employment gains. The Bay Area has long been at the center of California's recovery, although Southern California also has shown significant improvement recently.

Areas of the San Joaquin Valley, including Vallejo and Stockton, are finally beginning to show signs of marked improvement as well. The Inland Empire continues to be a notable laggard along with the state's capital, Sacramento.

### Unemployment Rate

The split is even more evident in terms of the

**(Economic Recovery cont. on page 7)**

## The CMSA Sponsored Workers Compensation Program

**Stable & Consistent  
Financially Strong  
Competitive Rates**

- AUTO LIABILITY
- AUTO PHYSICAL DAMAGE
- CARGO LEGAL LIABILITY
- WAREHOUSE LEGAL LIABILITY
- PROPERTY
- COMMERCIAL GENERAL LIABILITY
- CRIME
- SURETY BONDS
- UMBRELLA
- INTERNATIONAL CARGO
- INDEPENDENT CONTRACTOR WORK INJURY PROGRAM



Program Administrator

FOR MORE INFORMATION  
1-800-852-1968 [www.paulhanson.com](http://www.paulhanson.com) Lic. #OB64567

***(Economic Recovery cont. from page 6)***

unemployment rate. Of course the lowest unemployment rates are in the Bay Area, but unemployment rates are generally lower along the coast. The picture changes dramatically when you move to the interior of the state, with jobless rates still stuck in the double digits throughout much of the Central Valley and topping out at nearly 23 percent in El Centro, located in Imperial County.

While geography and the distinctly different industry mix are responsible for much of the split economic performance in California, the Fed's unconventional monetary policy also has played a major role. Low interest rates and the Fed's continued securities purchases have helped fuel the stock market rally, which has disproportionately benefitted the wealthier areas of the state and funneled billions of dollars into the state's technology sector.

The influx of dollars has ignited a boom in the Bay Area's real estate market. The tidal wave of money also has made its way into the housing market, as big institutional investors have bought up distressed properties and sent

housing prices soaring.

## **Housing**

Housing prices have rebounded solidly across the state. According to the California Association of Realtors, the median price of an existing single-family home has risen 24.4 percent over the last year and home prices have now retraced around half of their nearly 60 percent peak-to-trough decline from the housing bust.

The run-up in prices has helped reduce the proportion of underwater homeowners in the state to 15.4 percent from 29 percent a year ago.

The improvement in housing values has provided a major boost to communities along the coast, where housing values are the highest. The rise in housing wealth has helped support consumer spending and opened the door to trade-up activity.

Housing affordability, however, has become a major issue to watch. Typically when housing values run up along the coast, homebuyers refocus their attention to the state's interior areas. This affordability migration has been

***(Economic Recovery cont. on page 8)***



# partnerships

*for the long haul*

We recognize that partnering with a new van line is a tough decision. Change isn't easy — we understand. That's where we come in.

At Wheaton | Bekins, you're not just an agency number. We view our agents as partners and as an integral part of our success. We maintain an open door policy, aligning our company and customer philosophies. Like you, we believe in treating everyone honestly, fairly and professionally. We strive for total customer satisfaction, growth and financial stability. We deliver on our promises — that's the Wheaton | Bekins way.

With Wheaton | Bekins, we're interested in partnerships for the long haul.

**It's simple. Compare us to your current van line.**

**Wheaton**  
WORLD WIDE MOVING  
*We move your life®*

**BEKINS®**

PARTNER COMPANIES

© 2013 Wheaton World Wide Moving. "We move your life®" and "change never felt so good™" are registered trademarks of Wheaton World Wide Moving. USDOT 70719 MC 87113  
© 2013 Bekins Van Lines is a registered trademark of Bekins Van Lines. USDOT 2256609 MC 770031

Your Van Line	Wheaton   Bekins	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Policies based on what's best for the system, not just a select few
<input type="checkbox"/>	<input checked="" type="checkbox"/>	No excessive fees
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Technology solutions that are cost-effective and simple to use
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Strong agent marketing support and call center
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Van line's main objective is to support its agents, not vice versa
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Easy-to-understand settlement sheets
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Easy and open access to all van line personnel

To learn more about a long-term partnership, call Mike Harvey at 800.932.7799, ext. 771, or visit us online at [www.joinwheatonbekins.com](http://www.joinwheatonbekins.com).

*Inquiries are always kept confidential.*



**(Economic Recovery cont. from page 7)**

upended by the massive influx of investor purchases, which have pushed home prices sharply higher and severely reduced housing affordability.

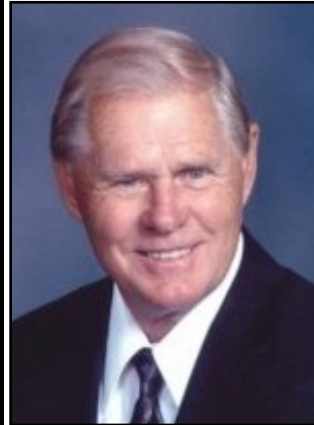
The California Association of Realtors First-Time Homebuyers and Traditional Housing Affordability Index have both fallen significantly over the past year. Housing affordability is lowest in the Bay Area, but it has fallen markedly throughout the state. Southern California and the Central Coast have seen rapid home price increases, which has put a damper on housing affordability.

The Central Valley remains relatively affordable, but prices have still increased. Conditions were made worse by the sudden jump in mortgage rates that accompanied the Fed's taper talk that began back in May.

We suspect there will be some moderation in home price appreciation over the next year, but overall, California's housing market should remain solid.

Source: California Chamber of Commerce, *Alert*

## MEMORIAL BULLETIN



Former CMSA Chairman James Wagar, 78, passed away on March 24, 2013. He was the president of Tri-Way Movers in Huntington Beach.

In 1980, Wagar had started his own moving company. He served as a CMSA Board member for several years and then became the CMSA Chairman in 1989. He sold his business to another company in 1996 and he and his wife, Sharon, moved to the Northwest to be near his daughters. Wagar enjoyed golf and served on community groups during his retirement.

Wagar is survived by his wife, Sharon; daughters Terri, Lauri and Lisa; his siblings Vern, Robert and Joann; nine grandchildren and four great-grandchildren.

**BUDGET COVERAGE**

WON'T GIVE YOU THE BEST FIT

You can always shop around for cheaper insurance rates but you usually get what you pay for. The lowest price often gets you minimal service. At Vanliner you get high quality service, tailor-made for the moving and storage industry. You get what you pay for and more. Our seamless coverage includes loss prevention tools, competitive rates, unique coverage options and years of financial stability. It's easy to see how we earned our A.M. Best Rating of A Excellent. You'll see the quality and why we're worth every penny.

Want to learn more? For additional information, including the name of the Vanliner representative in your area, please call our marketing department at **1-800-325-3619**, or visit us on line at [www.vanliner.com](http://www.vanliner.com)

A.M. BEST RATING OF  
A EXCELLENT



UNIQUELY QUALIFIED. CONSISTENTLY BEST.

COMMERCIAL AUTO	WORKERS' COMPENSATION	MOVERS' AND WAREHOUSEMEN'S LIABILITY	UMBRELLA LIABILITY	INDEPENDENT OWNER OPERATOR PROGRAMS
GENERAL LIABILITY	COMMERCIAL PROPERTY	BENEFITS PROGRAMS		SPECIALTY COVERAGES

# SALES AND RENTAL OF PRODUCTS FOR THE PROFESSIONAL MOVER IN STOCK, AND READY TO WORK FOR YOU

## > bobtail trucks

packing tape  
rubber bands  
panel carts  
floor runners  
shrink wrap

## > library carts

masonite carts  
appliance trucks  
fire extinguishers  
tape dispensers  
shoulder dollies  
pallet vaults

## > walkboards

padlocks

## > e-crates

ladders  
lift levers  
curb ramps  
camera carts  
movers tape  
wheel chocks

## > 4 wheeled dollies

burlap moleskins  
corrugated paper

## > furniture pads

security seals

## > bubble pack

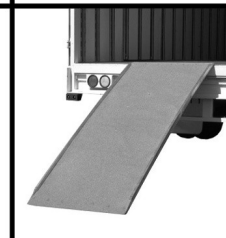
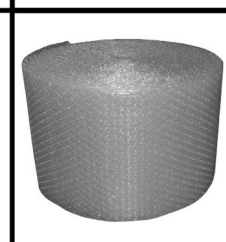
kraft paper  
steel strapping  
rubber tarp ties  
tubular webbing  
sisal twine

## > carton dollies

furniture skates  
finish repair kits  
carton sealing tape  
office machine carts

## > corrugated cartons

auto split ramps  
carpet runners  
boards



Los Angeles  
800-421-8700

San Leandro  
800-624-7950

[www.newhaven-usa.com](http://www.newhaven-usa.com)

## Northern Region Chapter Crab Feed Held at the Spinnaker Yacht Club

The Northern Region Chapter held its 6th Annual Crab Feed Fundraiser benefiting the CMSA Scholarship Fund and the Special Olympics on Friday, December 6, 2013.

Changing the venue this year to Spinnaker Yacht Club, the Northern Region Chapter was fully supported by its chapter members and even enjoyed a few supporters from other chapters. Sold out with 80, attendees braved the elements for the event, and yes it was chilly! Once inside, members enjoyed a very festive atmosphere and gave great feedback on the venue change.

Back at the October chapter meeting, one of the members stepped up and offered a great grand prize for this event. Dennis Jenkins of Lulu's Hauling and Lulu's Cyclery donated a beautiful 7-speed cruiser. But he didn't stop there. On the night of the crab feed, Jenkins surprised us by showing up with both a men's and a women's bicycle. Grand prize winners were Patti Anderson, and Eddie (the DJ and our computer geek for the evening). Congratulations!

The chapter members do not disappoint as the event had many great raffle prizes! There were Warriors tickets, convection oven, 49ers Christmas Tree and many other very nice gifts.

This year, in changing the venue, the chapter provided our sponsors with a television monitor in which we displayed a presentation with each vendors individually tailored slides. It took the help of Angela from Crown Worldwide Moving & Storage and Eddie to have this display showing all evening. Many thanks to our sponsors: **Lulu's Hauling, Lulu's Cyclery, DEWITT/Royal Hawaiian Movers** (double sponsor), **J & S Paper, Golden State Container, Box Bros., Permit Pullers, Ship Smart** and **R.L. Liquidators**. A huge thanks to all of you, not only for this contribution, but to the many contributions you make to the chapter throughout the year.

Our MC and DJ for the evening, Ronda Nagera, kept the music moving. There was even singing heard at the tables.

The crab was superb this year! Sweet, succulent and plentiful – just the way members like it! There is just something about the “family style” feed that just makes people relax and enjoy.

The evening ended with dancing and good wishes all around for a safe, happy and prosperous new year.

Thanks again to all who made this event a great success.

## Terry Pettigrew-Rolapp Installed as President of Beverly Hills Transfer & Storage

(Gardena, Calif., December 31, 2013) – On Friday, December 20, Terry Pettigrew-Rolapp was installed as President of Beverly Hills Transfer and Storage. Terry is the fourth president in the company's nearly 90-year history. He takes the reins from Frank Rolapp, his father, who served as president for 20 years, beginning 1994. Frank Rolapp will continue to serve as CEO.

Beverly Hills Transfer and Storage, agent for Allied Van Lines, opened its doors in 1924, under the leadership of Fred Nason. Nason was

succeeded by his son, Fred Nason Jr. In 1994, Beverly Hills Transfer was purchased by Ralph Rolapp (who had served the company in various capacities since its founding) and Frank Rolapp.

Beverly Hills Transfer and Storage remains a family-owned and family-operated business with family members Frank Rolapp, Tripp Pettigrew-Rolapp and David Rolapp all working alongside Terry. Chris Fries and Ronie Antonio continue to serve, respectively, as vice president, general manager and CFO.



# FMCSA's Moving Fraud Task Force Takes Action

WASHINGTON - The Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA) announced that its Moving Fraud Task Force has shut down five household goods moving companies in Florida, South Carolina and Maryland for holding customer shipments hostage and failing to turn over records related to their investigations.

"The last thing families should have to worry about during a move is whether or not their goods will be held hostage by a dishonest moving company," said U.S. Transportation Secretary Anthony Foxx. "FMCSA's moving fraud investigators are cracking down on movers that take advantage of unsuspecting customers and working hard to educate families on how to avoid them in the first place."

The five movers who lost their authority to operate:

- Allegiant Van Lines Inc., USDOT No. 1712687, based in Davie, Fla.;
- Northern Van Lines Inc., USDOT No. 1147457, based in Cooper City, Fla.;
- Northeastern Vanlines Inc., USDOT No. 1212003, based in Pembroke Pines, Fla.;
- United West Moving and Storage Inc., USDOT No. 1827150, based in Anderson, S.C.; and
- Direct Movers Inc., USDOT No. 1666092, based in Pikesville, Md.

FMCSA's Moving Fraud Task Force began investigating Allegiant Van Lines Inc. in response to consumer complaints that the company illegally held customers' possessions hostage. The company failed to respond to federal orders charging it with improperly holding goods hostage. The company has been suspended from operating for at least one year. In addition, it has been issued fines of more than \$88,000

for safety and commercial violations.

During the course of the investigation into Allegiant, FMCSA discovered the company's owner also operated Northern Van Lines Inc. and Northeastern Vanlines Inc. of Florida, and United West Moving and Storage Inc. of South Carolina. Combined, more than 100 complaints have been filed against the three related companies in the National Consumer Complaint Database. They now face fines of more than \$31,000 total and have also been suspended from operating for at least one year.

Maryland-based Direct Movers Inc. was also shut down, and their DOT number inactivated, for failing to comply with an FMCSA demand for records involving a shipment being held hostage.

"FMCSA investigators are using new tactics to

protect people from the predatory companies looking for ways to exploit them," said Federal Motor Carrier Safety Administrator Anne S. Ferro. "We encourage anyone planning a move to avoid becoming a victim by learning the red flags of moving fraud and researching any prospective mover's complaint history on our website."

In 2012, FMCSA established a Moving Fraud Task Force to investigate household goods moving companies with numerous complaints.

In July of this year, FMCSA announced that civil penalties of up to \$56,000 had been levied against three Chicago-area moving companies as a result of an intensified investigation into Illinois movers.

More than 5,800 household goods moving companies are registered with FMCSA. In 2012, FMCSA received more than 3,100 consumer complaints about household goods movers, up from 2,851 in 2011. Among the most common complaints are shipments being held hostage, loss and damaged goods, delay of shipments, unauthorized movers and deceptive practices such as unwarranted overcharges.



# Atlas Van Lines Announces 2013 Migration Trends That Show Where America Is Moving

**31 states classify as balanced with overall moves up six percent**

(EVANSVILLE, Ind., January 1, 2014) — According to one of the nation's leading movers, the 2013 Atlas Van Lines Migration Patterns study found the majority of the country achieved a balance between inbound and outbound moves while the total number of moves increased six percent from 2012. Having started in 1993, Atlas conducts the annual study to track the nation's interstate (or between states) moving patterns year to year.

Two states that were outbound in 2012 are now balanced states: Vermont and West Virginia. Formerly inbound states Alaska and Washington also became balanced. After spending 2012 as balanced states, Delaware and Pennsylvania became outbound while Idaho and Montana became inbound.

Similar to last year, the highest number of

moves occurred in California, Texas and Florida. California, a balanced state, comes in at the top with more than 14,500 moves in 2013, which accounts for 19 percent of total interstate moves. North Dakota had the highest percentage of inbound moves, with 67 percent of all moves being inbound. Connecticut experienced the highest percentage of outbound moves totaling 60 percent while New York was close behind with 59 percent.

"Our annual Migration Pattern study provides invaluable insights that relate not only to our industry, but our nation as a whole," said Jack Griffin, president and COO of Atlas World Group. "This year's findings show more states are balanced between arriving and departing residents while increased overall moves could

*(2013 Migration Trends cont. on page 13)*

## Frustrated By Your Move Management Software?

**Make the move to Compusource! Fully-integrated software that automates every aspect of your business**



### Products:

Document Imaging  
Van Line Interface  
Move Management  
Driver/Sales Processing  
Operations/Dispatch  
Freight Forwarding

### Interfaces to:

Compusource Accounting  
Rating  
Record Storage  
Commercial Warehousing  
Report Writers

**Request a free demo at**

**[www.movingcompanysoftware.com](http://www.movingcompanysoftware.com)**

**VanS**

**compusource**



**Scan this Code  
for a Special Offer!**

**(2013 Migration Trends cont. from page 12)**

be an indicator of an improving economy."

In 2013, the total number of interstate and inter-province moves reached 77,308, up from 73,256 in 2012. In addition, regional trends show the most significant changes occurred in the Northern and Western states:

**Western States**

The Western states experienced significant change since 2012, particularly with Montana and Idaho shifting from balanced to inbound states. Additionally, Washington went from inbound to balanced, leaving the majority of the western United States balanced.

**Northern States**

The Northern states underwent major change from 2012 to 2013. Pennsylvania went from being a balanced state to outbound; Vermont and West Virginia both went from being outbound states to balanced; and Delaware went from being balanced to outbound. Washington, D.C. remains as the only northern location to be inbound for 11 consecutive years.

**Southern States**

The Southern states saw no change from 2012 to 2013. The majority of the Southeast and mid-Atlantic states remain balanced with the exception of Tennessee and North Carolina, which both remain inbound states. All of the Southwest states remain balanced in 2013, excluding inbound Texas.

**Midwestern States**

Mirroring last year's data, Illinois, Indiana, Ohio, Minnesota and Nebraska remained outbound while Kansas, Missouri, Michigan, Wisconsin and Iowa remained balanced. North Dakota remained inbound. No Midwestern state has been classified as inbound for more than 10 consecutive years.

**Canadian Province**

Five of the 10 provinces remain outbound – British Columbia, Manitoba, Nova Scotia, Ontario and Saskatchewan. Having moved to inbound in 2012, New Brunswick is back to being balanced. Another noteworthy change is that Quebec went from being balanced to outbound.

**(2013 Migration Trends cont. on page 15)**



**800-252-6725**  
**www.transguard.com**

The **TRANSGUARD** is your single source when it comes to specialized insurance programs for California Movers.

Insurance for movers is complicated. To make it less complicated, you need an insurance company that understands your industry. Since 1973 **TRANSGUARD** has offered coverage for movers at competitive rates and a level of service that has no rival.

**TRANSGUARD** can insure California movers with the following operations:

- ❖ Household goods moving & storage
- ❖ Office and Industrial moving & storage
- ❖ Records Storage & Information Management
- ❖ Special Products moving & storage
- ❖ Self Storage & Mobile/Containerized Self Storage
- ❖ Household goods freight forwarding



## OOIDA Sues CARB over Truck and Bus Regulation

(GRAIN VALLEY, Mo., December 6, 2013) – The Owner–Operator Independent Drivers Association (OOIDA) filed a lawsuit in the U.S. District Court, Eastern District of California, against the California Air Resources Board (CARB) in connection with the Truck and Bus Regulation. The association has asked for an injunction saying the regulation is unconstitutional and discriminates against out-of-state truckers.

“CARB has overstepped its bounds by requiring trucks from other states to be upgraded in order to operate in California,” said Jim Johnston, president and CEO of OOIDA.

The Truck and Bus Regulation, otherwise known as the CARB regulation, requires 1996-2006 model year trucks more than 14,000 pounds to be replaced or retrofitted

from operating on public roads in California. The rule was effective January 1, 2012.

OOIDA asks that the court permanently prohibit CARB from implementing or enforcing the Truck and Bus Regulation against the plaintiffs and other truck owners or operators who reside and/or conduct business primarily outside California.

OOIDA contends that the CARB regulation violates the Commerce Clause of the U.S. Constitution. The Commerce Clause prohibits state laws and regulations that discriminate against interstate commerce or unduly burden interstate commerce.

The brief filed by OOIDA states that CARB regulation has caused, and



*(OOIDA Sues CARB cont. on page 15)*



**Golden State  
Container**

We are *Architects* of Packaging Solutions



The nation's leading supplier to the Moving and Storage industry. Our full line of van equipment and products, ongoing innovation and unmatched network of locations provides the solution movers need. The “standard equipment at best value” is just another reason to work with **Golden State Container!**

At **Golden State Container** we offer the experience and expertise to significantly lower the total cost of packaging.

**Daily deliveries in every major market  
in North America**

**P: 800.288.5100**

**F: 800.288.0525**

For the location nearest you visit us at  
**[www.goldenstatecontainer.com](http://www.goldenstatecontainer.com)**

Golden State Container uses the Victory Packaging name in all locations outside California. We can only be contacted in California under the name Golden State Container.

**(2013 Migration Trends cont. from page 13)**

Two territories – Nunavut and Yukon Territory – are unclassified, while the third territory – Northwest Territory – is outbound.

**How Status is Determined**

Each state's or province's status is determined by its threshold value, which is the total 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 full results of the 2013 migration patterns, a map and annual histories for each state, visit [www.atlasvanlines.com/migration-patterns/](http://www.atlasvanlines.com/migration-patterns/). For an infographic on the results, visit [www.atlasvanlines.com/infographics/2013-migration-patterns/](http://www.atlasvanlines.com/infographics/2013-migration-patterns/).

**(OOIDA Sues CARB cont. from page 14)**

will continue to cause, irreparable harm to truckers who have been shut out of the California market because of costs of compliance.

"It puts out-of-state truckers at a disadvantage because the cost to upgrade is disproportionate to the number of miles traveled in the state of California," added Johnston.

OOIDA points out that trucking equipment purchased by its members when such equipment met all California regulatory requirements has now become obsolete for use in California because of new restrictions imposed by the regulation.

The cost to comply with the regulation, for doing even a small amount of business in California, runs thousands of dollars.

Failure to buy and retrofit trucking equipment as required by the CARB regulation will effectively exclude out-of-state truckers from the California trucking market unless they are willing to face fines and penalties for noncompliance.

**Call CMSA at (562) 865-2900  
to register for the 2014 CMSA Convention today!**

**Hot Savings!**  
**SPECIAL PRICING**  
**On INVENTORY TAPES**

The  
Premier  
Printer  
for the  
Moving  
Industry

**Call now for more information!**



- ❖ Interstate Approved Forms
- ❖ Custom Forms
- ❖ Commercial Movers Labels
- ❖ Color Brochures
- ❖ Presentation Folders
- ❖ All CAL PUC Forms
- ❖ Inventory Tapes
- ❖ Inventory Forms
- ❖ Warehouse Forms
- ❖ Security Seals

**MILBURN**  
PRINTING

Complete Online Catalog  
**[www.milburnprinting.com](http://www.milburnprinting.com)**  
makes ordering easy!  
**1-800-999-6690**

8:30 am - 5:00 pm EST or 24 Hour Fax 631-582-8995  
120-A Wilbur Place, Bohemia, NY 11716

## FMCSA Moving Fraud Summit

By: Brian Limperopulos, *International Association of Movers (IAM)*

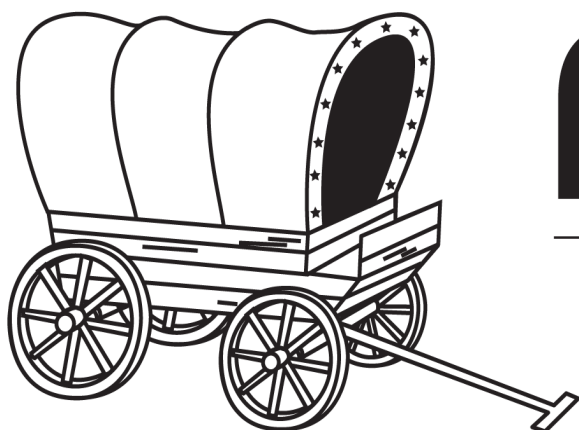
For the second year running, the U.S. Federal Motor Carrier Safety Administration (FMCSA) held its Moving Fraud Summit, which was developed to convene federal, state and business stakeholders together in an effort to devise ways to better combat the scourge of Moving Fraud in the U.S.

To provide a sense of the problem, summit organizers first showed a video of a rogue operator and the specific tactics they use to deceive customers. FMCSA staff then discussed the specific initiatives that they have undertaken and what success they have had. First, they have made it a top priority to reach out to state law enforcement agencies where moving fraud is most prevalent in order to convince these authorities that moving fraud is a criminal matter and that rogue operators are likely perpetrating additional crimes on top of holding household goods hostage. In most cases now, law enforcement agencies treat moving fraud as a civil mat-

ter rather than a criminal one because it appears at first to just be a question of a contract dispute. This prevents immediate action and provides rogue operators with the ability to increase their leverage with consumers.

This outreach to state law enforcement authorities has been paired with a dedicated effort to better educate consumers through a variety of channels, but most notably through FMCSA's [www.protectyourmove.gov](http://www.protectyourmove.gov) website. While it is a small sample size and not enough to draw final conclusions, it is clear that the FMCSA has received more overall complaints each year since 2011, but that the number of hostage load violations is dropping.

Going forward, the FMCSA is hoping to expand partnerships with states' attorneys general to further target rogue operators where they are prevalent. Another initiative, the establishment of a National Consumer Complaint Database, will share complaint information among federal, state, and local authorities so that when a rogue operator is identified, it is known to everybody.



# PIONEER



NOR CAL - LIVERMORE • 800-472-2546

SO CAL - SANTA ANA • 714-540-9751



- MOVING BOXES • PACKING SUPPLIES • TRUCK SUPPLIES • JANITORIAL SUPPLIES •
- RENTAL PROGRAMS • TRUCK/VAN & WAREHOUSE EQUIPMENT •
- CUSTOM WOODEN CONTAINERS •

Livermore, CA ★ Lathrop, CA ★ Santa Ana, CA ★ Seattle, WA ★ Denver, CO ★ Phoenix, AZ ★ Chicago, IL  
(800) 472-2546 (800) 472-2546 (714) 540-9751 (253) 872-9693 (800) 275-1467 (602) 528-4140 (630) 227-1500

**FOR ALL YOUR MOVING AND PACKING NEEDS**



## Calendar of Events

Tues., February 4	Ventura/S. Barbara Chapter Meeting	Wed., March 19	San Diego Chapter Golf Tournament
Wed., February 5	Greater Los Angeles Chapter Meeting	Sun., March 30	Greater LA Chapter Day at the Races
Thurs., February 6	Central Valley Chapter Meeting	Sat., April 5	North Bay Chapter Bocce Tournament
Wed., February 19	Northern Region Chapter Meeting	Wed., April 9	Greater Los Angeles Chapter Meeting
Tues., February 25	Mid Valley Chapter Spaghetti Dinner	<b>96th Annual CMSA Convention</b> <b>April 29 - May 4, 2014</b> <b>Hyatt Regency Monterey Hotel &amp; Spa</b> <b>Monterey, California</b>	
Wed., February 26	OC/Beach Cities Bowling Tournament		
Wed., March 5	Twin Counties Golf & Bocce Tournament	Fri., October 3	Monterey Bay Chapter Golf & Bocce Tournament
Thurs., March 13	Sacramento Chapter Golf Tournament		

**BURIED IN  
PAPERWORK?  
WE CAN HELP.**



Complete  
Billing Services



Expert billing and invoicing. *Simplified.*

For 30 years, Daycos has been simplifying the complexity of government, agent and commercial account invoicing. Clients hold tight to the accuracy of Daycos billing, invoicing and post-audit services. With custom software and trained invoicing experts, we're your lifeline to success.

800.366.1440 | Norfolk, NE | [www.daycos.com](http://www.daycos.com) | [blog.daycos.com](http://blog.daycos.com)

# OPERATIONS MANAGEMENT SOFTWARE

THAT MOVES YOU **MILES AHEAD** OF THE COMPETITION

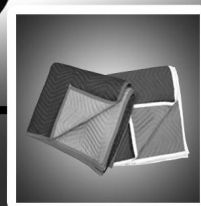
EDC  
**MOVESTAR™**  
Innovation that keeps you moving.

[www.EDC-MoveStar.com](http://www.EDC-MoveStar.com)  
(703) 393-0440 / (866) 4-EDC-USA  
[Sales@edcus.com](mailto:Sales@edcus.com)



**PACKING MATERIAL AND SUPPLIES  
FOR THE PROFESSIONAL MOVER**

- **Equipment Rental**
- **Equipment Sales**
- **Packing Material Sales**
- **Retail Box Store Products**
- **Free Local Delivery**
- **Vaults and Lift Vans**
- **Competitive Pricing**
- **Superior Service**



**LOS ANGELES**  
800-225-3659

**S.F. BAY AREA**  
800-323-6559

**SACRAMENTO**  
800-439-3934

**LAS VEGAS**  
888-323-6559

**CHICAGO**  
888-795-0199

## **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.

### **DISPATCHER WANTED**

Position open for experienced Dispatcher with Major Van Line Agent on the Central Coast. Knowledge of intrastate, interstate and international as well as all military regulations regarding SIT and NTS. Responsible for keeping all vehicles maintained and compliant with California and van line regulations. Insuring all vehicles are registered properly. Knowledge of log rules and regulations. Experience with computers and knowledge of Word and Excel. Must be able to manage and schedule personnel. Safety training as well as training all employees for dispatched positions. Deal with driver breakdowns. All candidates **MUST** pass a background check. CDL preferred, but not required. Long standing company offers competitive salary, health insurance, vacation and 401K. Excellent job for someone looking for long-term employment on California's beautiful central coast. Send resumes and letters of inquiries to: CMSA, Box J1014, 10900 E. 183rd St., #300, Cerritos, CA 90703.

*It pays to advertise!*

### **EMPLOYMENT OPPORTUNITY**

Santa Clarita-based company looking to hire Class A owner operator with CARB-compliant vehicle for local and OTR shipments. Must have clean record, experience and able to pass major van line standards. Send resumes and letters of inquiries to: CMSA, Box J0142, 10900 E. 183rd St., #300, Cerritos, CA 90703.

### **EMPLOYMENT OPPORTUNITY**

NC Moving and Storage Solutions is a certified woman-owned minority transportation company located in Hayward, California. We are looking for an energetic salesperson who is familiar with local, long distance and international moving. Please contact Bev Klein at 510.297.4826 or [bklein@ncmss.com](mailto:bklein@ncmss.com).

### **EMPLOYMENT OPPORTUNITY**

Experienced Sales Estimator & Surveyor — Well-established Solano County company now hiring for an experienced residential salesperson and military surveyor. Send resumes and letters of inquiry to: yourmovingcompany@yahoo.com.

### **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.

*It pays to advertise!*

### **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**

Experienced Sales Estimator — Growing Santa Clarita company now hiring for an aggressive residential and O&I salesperson. Send resumes and letters of inquiries to: CMSA, Box J014, 10900 E. 183rd St., #300, Cerritos, CA 90703.

## **New San Francisco Family Friendly Workplace Ordinance**

As many of you may have heard, San Francisco has legislated a new employment law for 2014. An employer with 20 or more employees now must allow an employee working in San Francisco, who has been employed for at least six months or more by that employer, and who works at least eight hours per week to request a flexible or predictable work arrangement to assist with caregiving responsibilities. This new law comes into effect January 1, 2014.

An employee may request flexible or predictable work arrangements to care for family members in the following categories:

1. A child or children under age 18;
2. A person or persons with a serious health condition in a family relationship with the

employee; or

3. A parent (aged 65 or older) of the employee.

The employer's obligation is to come up with a flexible or predictable working arrangement within 21 days of the employee's request. The employer must meet with the employee and consider the request and then respond within 21 days of that meeting. If an employer denies such flexible request, it must explain the denial in a written response including the bonafide business reasons for the denial and provide the employee with a notice to the right to request reconsideration.

Source: Shared HR

## Announcing New 2014 Trailer Features!



### Service Center Locations:

#### ► Louisville

355 Farmington Avenue  
Louisville, KY 40209  
(866) 638-6080

#### ► Los Angeles/Fontana

10151 Calabash Avenue  
Fontana, CA 92335  
(909) 823-0100

#### ► Detroit/New Hudson

53000 Grand River Avenue  
New Hudson, MI 48165  
(734) 738-1750

**Contact Kentucky Trailer  
for all Trailer and Truck Body  
Parts, Service &  
Reconditioning Needs**



**KENTUCKY TRAILER**

*A Servant Leader Company*

- Hard Anodized Side Door Hinges
- Durable / Impact Resistant Corner Castings & Bevel Light
- Top Rail with Internal Raceway
- Improved Anodized Side Door Pans
- Improved Nose Box Switch and Light
- Dual Function Stop / Turn Rear Header Lights
- Exterior Light Replacement Kit Available
- Mini-LED Lights

**kytrailer.com**



## **WE MAKE MOVING FUN!**

### **HAWAIIAN ISLANDS MOVING SOLUTION:**

We specialize in offering per cubic foot rates for service from your facility in California to your customers in Hawaii.

We are located on all 4 major Hawaiian islands.

Call us for details:

**HONOLULU: 432-9502 • KAUAI: 332-7400**

**MAUI: 873-0777 • BIG ISLAND: 934-7411**

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



DOT # 227698, MC 165352 & FF 003549, PUC #85-C  
Member of: American Moving & Storage Assn. (A.M.S.A.),  
International Association of Movers (I.A.M.),  
California Moving & Storage Association (C.M.S.A.).

