

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

State Senator Anderson Learns of Key Issues from CMSA Members on Improving the Industry

On behalf of California movers, CMSA President Steve Weitekamp and key CMSA members in the area attended a special moving and storage industry meeting with California State Senator Joel Anderson and his staff in El Cajon on Friday, June 20. Thank you to RaeDeane VanMeter of Republic Moving & Storage who brought the opportunity of this meeting to CMSA's attention and attended this meeting as an industry representative. With CMSA President Steve Weitekamp leading the discussion, the focus of the meeting was to discuss challenges and possible solutions on improving the industry for California movers and consumers.

The conversation began with the discussion about the financial impact of insurance costs to the moving business with Anderson and his legislative aides. Workers' compensation insurance, a hotly debated issue with moving companies, has increased in rates over the past few years. Specifically, workers' compensation base rates for Class Code 8293 have risen steadily from the low \$20s in January 2011 to middle \$30s in February 2014. For companies large and small, this takes a significant bite

out of companies' annual revenues.

Next, the issue of the California Public Utilities Commission's (CPUC) approach to enforcing industry laws against illegal operators was discussed. To encourage increased enforcement actions, CMSA has worked with the CPUC over the years by sending reported information on illegal operators to the agency for further investigation. However, there is much room for improvement in the agency's enforcement efforts. CMSA members discussed with Anderson our desire for CPUC sting operations, more website shut-downs and imposing of significant fines to curtail illegal activity in California. CMSA's recent legislative success of AB 2118 provides

the CPUC more enforcement power in fines and permit requirement for brokers to chase down illegal operators.

Weitekamp also discussed the California Air Resources Board's (CARB) regulations and current state bills as causing financial burdens for California movers. One example is the current SB 1204 California Clean Truck, Bus, and Off-Road Vehicle and Equipment Technology

(*Power Breakfast Meeting cont. on page 5*)



California State Senator Joel Anderson with CMSA members and legislative staff on June 20 meeting in El Cajon.



Chairman's Corner

By: Jay Casey

I hope the summer is treating you well. I expect that we are all experiencing our normal summer challenges and I trust that you and your team are fighting a good fight like we do every summer season. Don't worry about

the small overflow in your warehouse that belongs to your VIP account. It will get picked up. And your No. 1 driver who just told you he needs the last two weeks of July off for a family reunion, I'm sure he meant to say January, not July.

One challenge that we saw coming, but didn't know the full effect was the CARB compliance. I have talked to a number of different California van line agents and they all have the same question: "Where are the trucks?" It seems it doesn't matter if it is a 2,000-pound shipment or a 10,000-pound shipment, it's harder and harder to get a direct pickup out of California. Most major van lines do have a

lease trailer program or some type of crate and freight system, but nothing can match the professionalism of the traditional van operator. We are going to learn a lot this summer and hopefully our new plan of attack for the summer of 2015 will be solid.

In June, I was able to visit the CPUC with CMSA President Steve Weitekamp and Senior Chairman PJ Welch. It was a very educational meeting for me, being my first visit with Commission staff. We had a productive time with the new supervising transportation representative of licensing. What was expected to be mainly a meet and greet meeting was much more productive and ended with a clear understanding that we are in support of CPUC staff and welcome open dialogue. Our next meeting was with Commissioner Michael Picker and Ken Koss. CMSA Regulatory Consultant and former CPUC Director Bill Schulte also joined us for the meeting. We shared our concerns with the Commissioner on enforcement against illegal movers in our state and had information for him detailing approximate numbers. We also reminded him of AB 2118, updating the

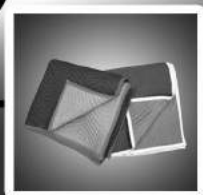
(Chairman's Corner cont. on page 4)



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President's Comments

By: Steve Weitekamp

June was a busy month for our industry and our Association. Our cover article and Chairman's column review significant legislative (State Senator Joel Anderson) and regulatory (CPUC Licensing and Commission) meetings that transpired last

month. CMSA strengthens and broadens its positive impact on a challenging landscape thanks to the knowledge and generous participation of an active volunteer leadership. Our leadership is made up of current, former and even future chapter and board members and officers willing to give their time and talents to make a difference.

CMSA continues to get calls from members and movers from around the country with questions and issues related to the California Air Resources Board (CARB) and the difficult On-Road Diesel Engine regulations. At the 11th hour (June 27), CARB sent a letter to those currently registered in the Truck and Bus Good Faith Effort program that was scheduled to sunset on July 1, 2014. The letter provided guidance on how to proceed in regards to compliance. For those who continue to be eligible, a temporary extension will continue until October 1, 2014. CARB expects this extension to give the state agency time to finalize the amended language related to the economic hardship extension that was approved by CARB at its April 25, 2014, meeting.

Another area of significant activity is the impact of military business and the DP3 program on member companies. The program continues to be challenging for many agents who have long served the military. The Association has reached out to remind SDDC that TSP blackouts does not indicate that local agents do not have capacity to provide viable solutions to the movement of military members.

Participating in the annual meeting of the National Council of Moving Associations (NCMA) is a long-standing tradition and a valuable opportunity to review industry and association issues with colleagues from around the country. The meeting included a conference call with the National Conference of State Transportation Regulatory Specialists

(President's Comments cont. on page 4)

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

(think an Association for CPUC personnel and their peers around the country). Their conference was at the same time as our meeting and the call between regulators and association leaders was a great opportunity to share our concerns related to enforcement activities related to illegal operators. We also see this as a time to continue our dialogue regarding what has worked in different parts of the country. In addition to the participation of state moving associations, we were joined by the presidents and key staffers from both IAM and AMSA, the president of the Canadian Association of Movers (CAM) and several industry associate contributors. At the conclusion of the meeting, I was honored to be re-elected as a NCMA director, one of three association officers.

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

Household Goods Carrier Act in order to protect consumers from fraudulent moving companies that was signed into law by Governor Brown in 2012. As a result of our meeting, he is aware of our fight and we will continue our communication with the commissioners and their staff.



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(Power Breakfast Meeting cont. from page 1)

Program bill. This bill is aimed at aiding CARB's goal of reaching near- or zero-emission standards in trucks by 2050 by creating a program that funds trial programs for cleaner technology in trucks. With the tested technology for cleaner trucks, it would expedite and encourage further restrictions on trucks for the moving and storage industry as companies are continuing to struggle with existing regulations. In addition, CMSA also opposes the bill due to its restrictive definitions of vehicles for study that appears to exclude moving trucks from receiving funding. Lastly, low-mileage carriers like moving companies are required to comply with regulators at the same standard as high-mileage carriers like the freight industry in the life expectancy of trucks, which is not practical for our industry. Moving companies need to keep trucks longer and it causes a heavy financial burden to buy new trucks at a



faster rate than what is necessary.

Lastly, CMSA had brought up the "Good Faith" extension that ended July 1. At the time of the meeting, there was no path moving forward for moving companies to use in avoiding CARB fines when this extension ends. If moving companies were to enter their financial hardship information on the CARB TRUCRS online system, the printable certificate displayed would only keep companies safe until July 1. However, since the meeting, there are developments in the works to help moving companies after July 1.

Overall, the Power Breakfast meeting with Anderson on industry issues was a success. Thank you to the CMSA members who attended the meeting to support the industry and to help express industry concerns. Because of this meeting, Anderson has a sympathetic ear to the issues that face California movers and we can consider him as an ally to our industry.



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Webforms: The Power of Webforms on Your Site

By: John Crook, *Soffront Software*

So, you have a website that is getting some traffic. It tells visitors how many years you've been in business, why they should do business with you and maybe gives them some of your customer success stories.

Did you know that the CRM, or customer relationship management software system, that you currently use may also provide Webform functionality so you can build site engagement and acquire customers and prospects?

If people are coming to your site, there is a good chance that they're looking for a moving company for personal or business relocation. You probably already have some kind of Webform on your site, where prospects can fill out a short

survey asking pertinent information that generates an email to someone in your organization for follow-up. With a Webform, you avoid having them take the additional step of making a phone call or emailing you because each additional step is an excuse for them not to contact you or contact another moving company who uses Webforms. And that's not what you want.

Webforms are good, but Webforms connected to CRMs are better. If your Webform is connected to your CRM database, it can be more efficient, more fail-safe and you can build marketing campaigns around

your Webform leads. A Webform connected to your CRM not only gives you the essential



(Webforms continued on page 7)

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(Webforms continued from page 6)

information for a prospect, but it will connect directly into your CRM database for follow up in various ways.

If a Webform is connected directly to your CRM, no one has to input the information from the email you received into your database again. It is automatically entered into your CRM.

Secondly, when the Webform's prospect information goes directly into the CRM, there's no danger of the email getting lost or falling in a junk email folder. It can go into your CRM identified as a hot prospect for human response. If it's connected to a CRM that combines lead management and email marketing, an auto-response message from your CRM can go directly to the prospect and tell them that you received their information and when you will follow up with them with a salesperson.



If the prospect's needs aren't immediate, you can set them up to receive your quarterly e-newsletter, for example, or make them part of a periodic email, or drip campaign, letting them know you are there to help them relocate when they're ready.

In addition to letting you compose a survey, most CRMs also provide the HTML code your site needs to put the survey onto a webpage. You may have to have your webmaster add a "Want a Quote?" tab on your homepage, but that is also easily done.

Whether it's personal or commercial, web visitors base their web experience on the best websites they go to, not the worst. By putting a Webform on your site using your CRM, you're performing two important functions – your site is more engaging and not just a billboard for your business. It also becomes a lead generation tool. In business, that's called a win-win.



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Daly Movers Provides Free Cross-Country Move After Couple Scammed by Rogue Mover

CMSA member Daly Movers, an agent of Arpin Van Lines, has provided a free cross-country move to a Florida family who had become victim of a moving fraud by another company.

Chip Martin, owner and operator of Daly Movers in Garden Grove, Calif., was inspired to help the family when he saw a story reported by KING5.com about Terri and Terrance Thomas who had fallen victim to a common moving scam. The rogue mover had posed as a well-known truck rental company to gain trust before making off with thousands of dollars worth of the family's household goods.

"Their story hit me emotionally and I needed to do something to help these people recover from their loss," said Martin.

The Thomases paid \$4,500 to move from

Zephyrhills, Fla., to Everett, Wash. They thought they were using a well-known national company. However, after their belongings were taken, the couple could no longer get a hold of the movers. Among the items were some very personal and precious family pictures and mementos.

Detective Robert Rutkowski of the Broward County Sheriff's office successfully tracked down their property. Terrance Tho-

mas flew from Washington to Florida to identify the belongings and put them into storage until the family could save up again to pay for another move.

Martin, representing Arpin Van Lines, contacted the family and offered to move their belongings out of storage in Florida and deliver them for free of charge to their new home in Everett, Wash.



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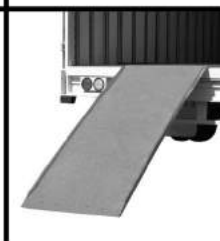
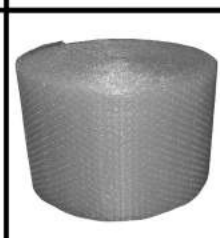
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July 1 Marks Minimum Wage Hike, More New State Laws

Several laws that were signed last year will take effect July 1, including the upcoming minimum wage increase. Employers should take note of the laws below and revise existing business practices accordingly.

For CalChamber members, HRCalifornia will be updated on July 1 to reflect these new laws.

Minimum Wage

On July 1, 2014, California's minimum wage increases to \$9 per hour from the existing minimum wage of \$8 per hour. This is the first increase to the state minimum wage since January 1, 2008. The minimum wage will increase a second time to \$10 per hour on January 1, 2016.

Employers should examine all pay practices that might be affected by the minimum wage increase. The minimum wage increase affects several employer practices, including:

- Overtime rates of pay;
- Exempt/nonexempt classification. The minimum salary requirement for administrative, professional and executive exemptions increases to \$3,120 per month;
- Meal and lodging credits;
- Piece-rate pay. Employers must ensure that piece-rate employees receive the minimum wage for each hour worked;
- Draws against future commissions, which must be equal to at least the minimum wage and overtime due to the employee for each pay period (unless the employee is exempt);
- Tools and equipment. Only employees whose wages are at least two times the minimum wage can be required to pro-

vide and maintain hand tools and equipment customarily required by the trade or craft in which they work; and

- The subminimum wage rate.

Notice Requirements

Employers will need to make certain to comply with all notice requirements that are affected by the minimum wage increase.

- First, employers must post California's official Minimum Wage Order (MW-2014) in a conspicuous location frequented by employees. The Department of Industrial Relations (DIR) updated the official notice, which now includes both the July increase and the second increase for January 1, 2016.
 - Second, the DIR recently revised all 17 industry Wage Orders. The DIR amended sections 4(A) and 10(C) in orders No. 1 through No. 15, and sections 4 (A) and 9(C) in order No. 16. Employers are required to post a copy of the industry Wage Order that applies to their business in a place where employees can read it easily. Use the correct industry Wage Order(s), which now bear a revision date of "07/2014."
- Third, California employers must provide each employee with written, itemized wage statements at the time wages are paid. The wage statements must reflect all applicable hourly rates in effect during the pay period (Labor Code Section 226).



Workers' Compensation Predesignation of Physician

(July 1 State Laws cont. on page 11)

DOT Reminds Commercial Drivers that Physicals Must Now Be Performed by Certified Medical Examiners

WASHINGTON — The U.S. Department of Transportation's Federal Motor Carrier Safety Administration (FMCSA) is reminding interstate truck and bus drivers that beginning May 21, all new USDOT physicals must be performed by a qualified health professional listed on the National Registry of Certified Medical Examiners.

"Safety is our highest priority and it is vital that every commercial truck and bus driver be qualified, alert and focused when they are behind the wheel," said Secretary Anthony Foxx. "Medical examiners equipped with a thorough understanding of DOT fitness standards will be able to ensure that commercial drivers meet the health requirements necessary to operate on our highways and roads, thereby strengthening safety for every traveler."

The new program, which was required by federal law and addresses four National Transportation Safety Board recommendations, sets baseline training and testing standards for medical professionals who perform commercial driver physicals and for tracking of driver medical certificates.

Approximately 22,000 medical professionals have completed the coursework and testing and are listed on the National Registry and another 27,000 have begun the certification process. Current medical certificates held by commercial driver's license (CDL) holders will continue to be valid until the expiration date that is shown on the card. Only then will the driver need to seek a

certified medical examiner to perform their new examination.

"We have certified thousands of health professionals to conduct driver exams — with more being added every day," said Federal Motor Carrier Safety Administrator Anne S. Ferro. "The online database is easily searchable so drivers can schedule their medical certification exam with a qualified healthcare professional wherever they might be — coast to coast, including Hawaii and Alaska."

A USDOT medical exam looks at a range of conditions to assess a driver's ability to safely operate a commercial vehicle, including cardiovascular disease, respiratory and muscular functions, vision and hearing.

All interstate commercial truck and bus drivers must pass a USDOT medical examination at least every two years in order to obtain a valid medical certificate, maintain their CDL and legally operate a commercial motor vehicle.

Medical examiners on the National Registry will also be required to maintain and demonstrate competence through periodic training and recertification testing and those that fail to maintain federal standards will be removed.

FMCSA developed the National Registry of Certified Medical Examiners program as part of the agency's commitment to enhancing the medical oversight of interstate drivers, and preventing commercial vehicle-related crashes, injuries and fatalities.

(July 1 State Laws cont. from page 10)

Workers' compensation regulations concerning predesignation of personal physicians also take effect July 1.

According to the DIR, the final regulations change the criteria that an employee must meet to predesignate a personal physical or medical group for work-related injuries or illnesses to conform to SB 863 (which was passed in 2012).

DIR also revised the forms used for predesignating a personal physician or a personal chiropractor and the time of hire pamphlet.

Work Sharing Plans

The California Employment Development Department (EDD) uses a special work sharing program to help companies avoid mass layoffs by sharing the available work among employees. AB 1392 changes the requirements for those work sharing plans that take effect on or after July 1, 2014.

The EDD's director still must approve plans. For more information about the work sharing program, visit EDD's work sharing webpage.

Source: California Chamber of Commerce, *Alert*

Time Off Between Work Shifts: Some Rules in Wage Orders, Labor Code

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Some of our supervisors require employees to work late and then return to work the next morning at 8 a.m. Is there any requirement that employees have a certain amount of time between shifts?

Except in certain industries, neither federal nor state law establishes a certain number of hours between work shifts. Hours exceptions do exist in both the Industrial Welfare Commission (IWC) wage orders and the Labor Code.

Absent any of the restrictions discussed below, an employer may schedule employees to meet its business needs.

Restrictions

Pursuant to the alternative workweek rules found in IWC Wage Orders 4 and 5, Section 3 (B)(9) and (10), employees working a 12-hour shift alternative workweek shift may not be required to work more hours except in declared emergencies and are restricted to at least 8 hours between shifts in specified situations.

Labor Code Sections 601, 602, 603 and 607 limit hours for railroad workers.

In addition, the transportation industries, airline, railroad and trucking, provide minimum breaks and sleep time between shifts. Collective bargaining agreements or an employee contract also may have specified requirements.

Review Requirements

Each IWC order has differences. To assure compliance, review the requirements found in the order covering your industry or occupation.

Plan ahead to mitigate these concerns and consider implementing a policy requiring a minimum time between work shifts except in emergency situations.

There are occurrences such as employee illness, emergency production problems, utility failures and many more that require schedule modifications. These types of problems may be addressed in the short term by requiring employees to work extra hours or even a double shift, both of which shorten the number of hours between work shifts.

Safety Concerns

If scheduling consistently causes a limited time between shifts, consider safety issues and exercise caution. While in most cases the law does not prevent a short turn-around time, nevertheless safety concerns should be a high priority. Ongoing scheduling fluctuations may contribute to accidents and increase workers' compensation claims.

Overtime usually will be a factor depending on how the work falls within the employee's designated workday. Calling an employee back to work may trigger reporting time pay if the employee is not provided at least two hours of work on a second reporting.

In addition, split shift pay may be a factor when a work schedule is interrupted by unpaid, nonworking periods of more than one hour.

Source: California Chamber of Commerce, *Alert*

5 Questions You Should Ask in Every Selling Situation

By: Marc Wayshak, *Sales Strategist and "Game Plan Selling" Author*

More than 500,000 startups are born each year in the United States alone. Impressed by that number? Don't be — because 50 percent of those startups fail within their first year. And, within the next four years, another 50 percent or more will fail. The environment for small business is hostile. If you're running a small business today, you know what I mean. Luckily, there are ways to master your environment and give your company a leg up.

The number one rule is this: You absolutely must know how to sell your product or service. And you need to do it better than your competitors do.

The good news is that your competitors are out there right now enthusiastically pitching the features and benefits of their products to your prospects. They're making cheesy sales calls, inundating people with their boring information, using outdated closing techniques and finally wasting their time following up on prospects that are unlikely to do business with them.

The bad news is that you're probably doing the same thing.

Having worked with thousands of small-business owners and salespeople in a wide range of industries, I have

a unique perspective on how companies are selling today. I can tell you that most companies



(5 Questions continued on page 14)



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(5 Questions continued from page 13)

are doing it all wrong. Rather than pitching their products or services, salespeople and business owners should be asking effective questions to understand their prospects' challenges and goals. By asking great questions, salespeople create great value in the eyes of their prospects.

Here are five questions you should ask in every selling situation:

1. **"Tell me about your challenges with regards to ..."** Every great salesperson must first understand his prospects' particular sales challenges. If the salesperson sells marketing solutions, then he wants to understand his prospects' marketing challenges. If the salesperson sells kitchen cabinets, then he wants to understand his prospects' challenges with regards to their existing kitchen. This is an effective start to any selling conversation because it immediately shows that your goal is to focus exclusively on the prospect and not on yourself (which most salespeople do!).
2. **"Give me an example of this challenge."**
3. **"Ballpark how much this challenge costs you."** If a challenge isn't costing the prospect anything, then he will not feel motivated to fix it. Therefore, you want to understand exactly what the challenges are costing the prospect. If you sell to businesses, then you want specific dollar values such as, "Our ineffective marketing has cost us \$500,000 in lost revenues this year." If you sell to consumers, then you want to at least understand what the problem is costing the prospect in terms such as, "Our ugly kitchen has meant that I'm

(5 Questions continued on page 15)



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(5 Questions continued from page 14)

too embarrassed to have dinner parties anymore.”

4. **“What would it mean to you if you could solve this challenge?”**

Before you ever get into presenting your solution, you want to understand just how committed the prospect is to solving his challenges. Thus, by learning what it would mean to solve the challenge, the prospect starts to paint you a picture of

exactly what the upside will look like. Understanding what it would mean to solve the problem allows the prospect to articulate the value that you bring to him.

5. **“Big picture, what are you looking to accomplish?”**

Salespeople often have no clue as to why their prospects would even want to buy from them. This question is the

ultimate paintbrush in the hand of your prospect. This is where you fully understand what the prospect wants to accomplish from a high level. In the case of the salesperson selling marketing solutions, this is where the prospect might share with

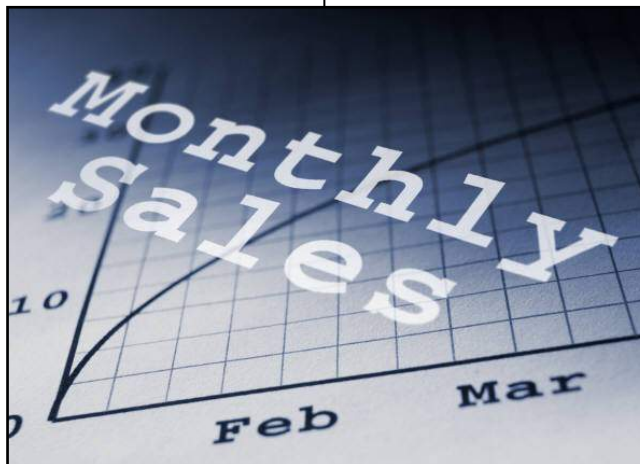
him how he's looking to double his small business over the next two years and sees effective marketing as a huge part of accomplishing that goal.

Just think: Most salespeople are pushing their products or services into prospects, whereas you will simply

be asking great questions to let the prospect sell himself.

By asking these five questions in every selling situation, you will begin to understand your prospects on a deep level that will help you dominate your competition.

What is one question that you like to ask your prospects?



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

SAN FRANCISCO, June 12, 2014 — The California Public Utilities Commission (CPUC), in its ongoing commitment to consumer protection, has recently taken a number of actions to protect consumers from illegally operating moving companies.

During the first quarter of 2014, CPUC staff took the following enforcement actions against moving companies for violations of the Public Utilities Code and CPUC rules and regulations, including Maximum Rate Tariff (MAX 4), which contains maximum rates that carriers must observe as well as rules and regulations governing intrastate moves.

Administrative Citation

Roger Craig Powell dba Powell Express (MTR 191090) based in Sunnyvale, was fined \$2,500 for the following violations:

1. Operated as a household goods carrier

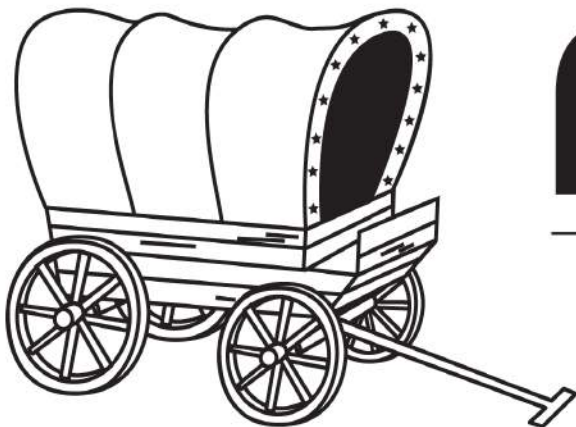
without CPUC authority

2. Failed to procure and maintain cargo insurance, public liability and property damage insurance, and workers' compensation insurance
3. Advertised as a household goods carrier without a valid permit
4. Various MAX 4 violations
5. Failed to report gross revenue for second and third quarter of 2013

Ping Shui Xue, dba Zhong Xin Moving Company (MTR 190741) based in San Francisco, was fined \$2,500 for the following violations:

1. Operated with a revoked authority
2. Failed to procure public liability and property damage insurance
3. Advertised as a household goods carrier without valid CPUC authority

(CPUC Investigations cont. on page 17)



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(CPUC Investigations cont. from page 16)

4. Various MAX 4 violations

Phone Disconnections

As part of its ongoing efforts to clamp down on illegal moving companies, the CPUC had telephone service shut off to two moving companies operating in California without a household goods permit.

These companies continued to advertise and hold themselves out to engage in the business of transporting used household goods, notwithstanding CPUC staff directives to immediately cease and desist unlawful acts and to obtain a household goods permit:

- **Earl Stiglbauer & Jesse Green dba Downtown Movers & 3 Brothers Moving (Unlicensed):** Both companies advertised and offered moving services on the Internet without a permit. The advertisements list two phone numbers. Notwithstanding CPUC Cease and Desist letters directing the carriers to immediately cease all unlawful advertisements and operations, the companies continued to violate the law. On January 27,

2014, CPUC staff obtained a Finding of Probable Cause signed by an Orange County Superior Court Judge ordering the disconnection of telephone service to the two numbers advertised and used by the companies to violate criminal laws in California.

- **McGuire Movers, San Francisco (Unlicensed):** This company advertised and offered household goods moving services on the Internet. Notwithstanding CPUC Cease and Desist letters directing them to immediately cease all unlawful advertisements and operations, the company continued to violate the law. On February 7, 2014, CPUC staff obtained a Finding of Probable Cause signed by a San Francisco County Superior Court Judge that ordered the disconnection of telephone service to the number advertised and used by the company to violate criminal laws in California.

Criminal Actions

James Carlos Smith Jr. dba Swift Moving and Delivery Service, Escondido

(Unlicensed): The San Diego County District
(CPUC Investigations cont. on page 18)

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(CPUC Investigations cont. from page 17)

Attorney's Office filed a three-count misdemeanor complaint in San Diego Superior Court for violations of Public Utilities (PU) Code 5133 (two counts) and PU Code 5314.5 (one count), and operating and advertising without a CPUC authority. On March 17, 2014, Smith pleaded guilty to one count of PU Code 5133. Smith will serve three years of probation and he agreed to pay the victim \$365 in restitution.

Update – Vadim Bayramov dba Hermes Movers, San Diego (Unlicensed): The San Diego County District Attorney's Office filed a four-count misdemeanor complaint in San Diego Superior Court for violations of PU Code 5133 (three counts), PU Code 5314.5 (one count), and operating and advertising

without CPUC authority. The defendant did not show for arraignment on July 15, 2013. On February 25, 2014, Bayramov pleaded guilty to one count of violating PU Code Section 5133.

Chris Viboch and CV Services Inc. dba CV Pickup and Delivery Service, San Diego (Unlicensed): On March 3, 2014, the San Diego County District Attorney's Office filed a four-count misdemeanor complaint in San Diego Superior Court for violations of LC 3700.5 (two counts), PU Code 5133 (two counts), and operating and advertising without CPUC authority. Arraignment date was on March 12, 2014, and the defendant pleaded not guilty.

(CPUC Investigations cont. on page 19)

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Calendar of Events

Sun., August 17	San Diego Chapter Move for Hunger Marathon
Wed., September 10	San Diego Chapter Meeting
Fri., October 3	Monterey Bay Chapter Golf & Bocce Tournament
Wed., October 22	Orange County/ Beach Cities Golf Tournament

**2015 CMSA Convention
April 28—May 3
Paradise Point Resort & Spa
San Diego, CA**

(CPUC Investigations cont. from page 18)

Overcharges and Refunds

CPUC staff assisted and/or directed moving companies to refund consumers more than \$21,000 for overcharges and other violations of the MAX 4 Tariff in the first quarter of 2014.

Official Notice

The following company was issued an Official Notice for advertising and operating without a permit: Juan Ortega Baltazar dba Ortega's Delivery Service, Garden Grove (MTR 191081).

Cease and Desist Notices

The following were among the companies issued Cease and Desist notices for operating and advertising without a valid permit (unlicensed, revoked or denied) in the first quarter of 2014:

1. Samuel Hunt and Darryl Whitis dba S&D Moving & Delivery, Palm Desert (Unlicensed)
2. Jesse Green, dba 3 Brothers & A Truck,

(CPUC Investigations cont. on page 20)

CLASSIFIED ADVERTISING

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

BUSINESS FOR SALE

Moving company serving south Santa Clara county for over 25 years up for sale. Owner is retiring and company has a proven history of annual sales of over \$1 million. Trucks, trailers, forklifts and warehouse with 480 vaults. Option to lease or buy 20,000 square-foot, 3-vault-high warehouse with office. Great opportunity! Contact: movingcompanyforsale1989@gmail.com.

BUSINESS WANTED

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

EMPLOYMENT OPPORTUNITY

Miller M&S, Salinas CA, is seeking an experienced Warehouse Manager familiar with local, long distance and international moving. We service both commercial and military entities. Forklift operation, inventory management and claims analysis a plus. Must enroll in random DOT Drug Alcohol program and pass background check. Salary DOE. Please send resumes and inquiries to: alan.f@midmovingstorage.com.

EMPLOYMENT OPPORTUNITY

Rebel Van Lines is looking to hire an experienced/certified installer for our O&I/Install division. Please email resume to: nan@rebelvanlines.com.

EMPLOYMENT OPPORTUNITY

Well-established moving and logistics company is seeking a GM for our Sacramento branch. Must be a strategic thinker with strong interpersonal skills and the ability to motivate. Strongly focused on quality customer service and the ability to assume responsibility for the branch's financial performance, growth and profitability. Send resumes and letters of inquiries to: CMSA, Box J20, 10900 E. 183rd St., #300, Cerritos, CA 90703.

EMPLOYMENT OPPORTUNITY

Rebel Van Lines is looking to hire an experienced and aggressive residential Household Goods Salesperson/Estimator for Los Angeles and Orange County areas. Email resume to: nan@rebelvanlines.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.

EMPLOYMENT OPPORTUNITY

Well-established Southern California Van Line is looking to add experienced Class A drivers, local and long distance. Must be able to pass drug test, pass background check and have a clean DMV record. Please send resume to nan@rebelvanlines.com.

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.

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EMPLOYMENT OPPORTUNITY

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Looking to hire an experienced local and interstate HHG salesperson. We have locations in Sacramento and San Jose. Please email cover letter and resume to jobs@pacificstorage.com.

(CPUC Investigations cont. from page 19)

- | | |
|--|--|
| <p>Midway City (Unlicensed)</p> <ol style="list-style-type: none">3. James Smith dba Swift Moving and Delivery, Escondido (Unlicensed)4. CV Services Inc. dba CV Pickup and Delivery Service, San Diego (Unlicensed)5. Campus Storage LLC, Manhattan Beach (MTR 191045)6. Garry Jordan dba Garry's Moving Services, Fair Oaks (Unlicensed)7. Traditional Moving Company, Alhambra (Unlicensed)8. Mark Cook dba San Jose Movers, San Jose (Unlicensed)9. Back Breaker Movers, Santa Maria (MTR 190443)10. Pineda Paz Moving, S. San Francisco (MTR 190650) | <ol style="list-style-type: none">11. Lenin Arevalo dba Street Riderz, Lincoln (Unlicensed)12. Patrick Green dba P&J's Delivery Service, Huntington Beach (Unlicensed)13. Keller Bros Moving Inc., Temecula (Unlicensed)14. Markis F. Stone Jr. dba Bubbas Moving Company, San Diego (MTR 190605)15. Jonathon Sheridan dba Coast Movers, Carlsbad (Unlicensed)16. A Cherry Move Inc. dba AAA Discount Moving & Storage, Cerritos (MTR 191126)17. KBS Moving Inc. dba Korean Town Best Service Co., Los Angeles (MTR 189927, Revoked)18. Linda Ayala dba Payless Movers LP, Anaheim (MTR 190510) |
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Find an unlicensed operator posting an advertisement in your area?

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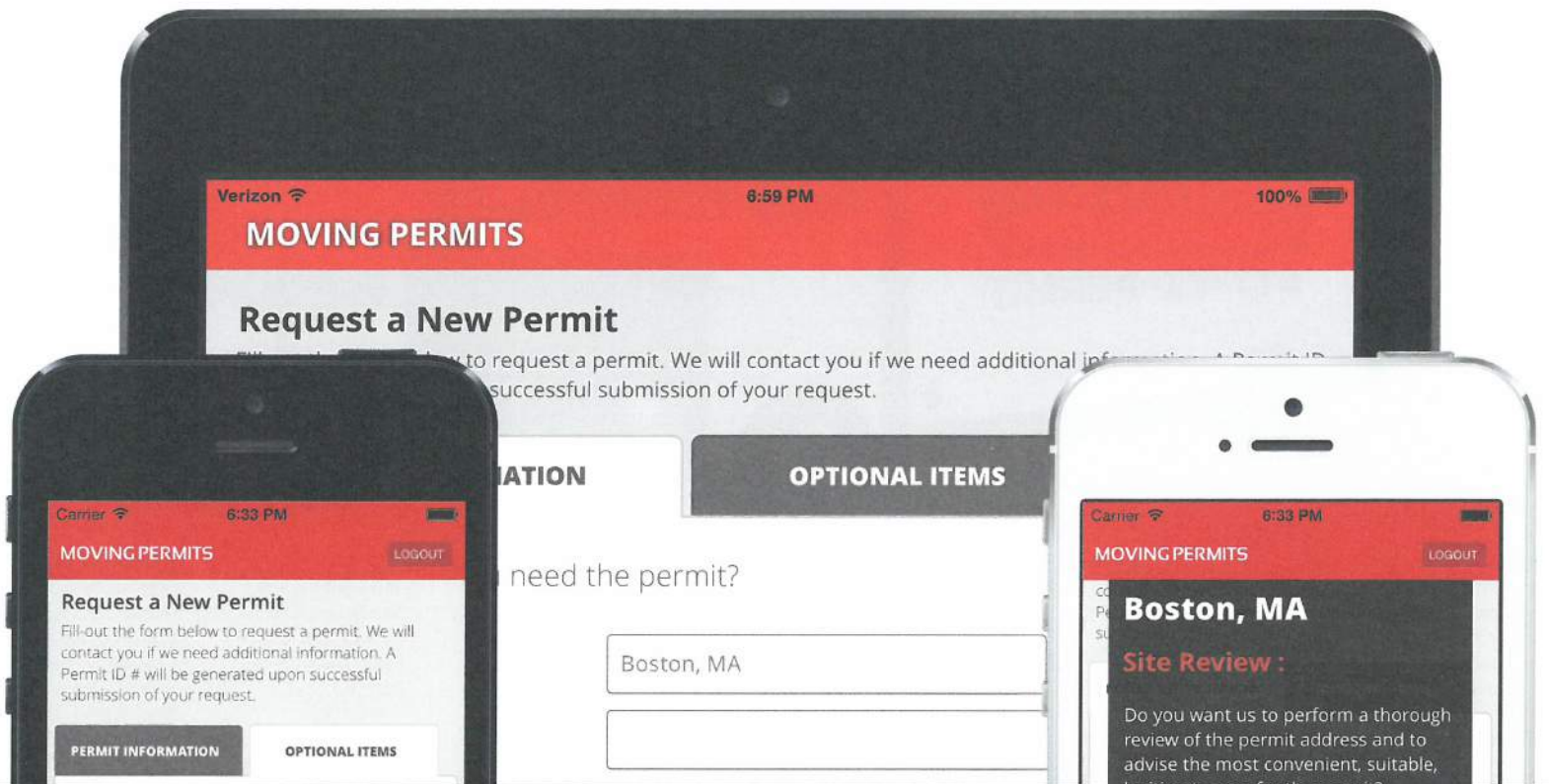


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