

CMSA Officers Invite All Members to Attend the 2019 Annual Convention



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On behalf of the CMSA and my family, I would like to invite you to Paradise Point, San Diego for our 101st annual convention. The CMSA staff and board of directors have put a lot of effort into making sure this convention is as successful as it is enjoyable for all who attend. I look forward to celebrating and spending some time with all my fellow CMSA members at the convention.

(FREESE INVITE continued on page 6)

Help us start off the second century of the CMSA at the 101st CMSA Convention in my hometown of San Diego. We will return to Paradise Point Resort this year. It's a beautiful property right on the bay. There is something special to me about getting to wake up and have your first cup of coffee overlooking the water. The staff at the CMSA have been working hard to put together

(MCCARTHY INVITE continued on page 7)

On behalf of Alan, Thomas and myself, you are cordially invited to attend CMSA's 101st annual convention at the Paradise Point Resort & Spa. Our industry can be a tough place to work. Fortunately, San Diego's sunshine, beaches and warm waters offer the perfect remedy for the grumpiest of Movers, and the most exhausted of Suppliers.

Consider the alterna-

(CHIPMAN INVITE continued on page 9)



**Register for the 2019
CMSA Convention
Paradise Point Resort & Spa
April 23-28, 2019**



CHAIRMAN'S CORNER

by Alan Freese

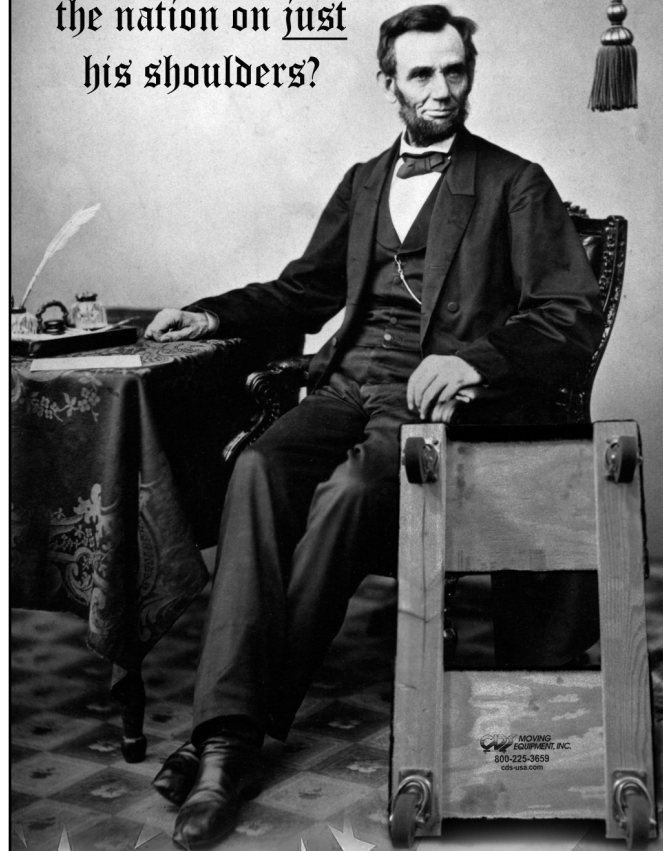
The top military brass is giving heavy consideration to going to a single source move provider by 2021. They have expressed grave concerns that the current platform is not

meeting or exceeding expectations. I feel they have thrown their hands up because now with social media, they can't hide from criticism. The entire DPS program has been a failed experiment, but there is no real mention of that in Gen. Steve Lyons' letter (*included in this issue on page 16 and 17*). The DPS program has largely disconnected the local agent from the military moving process, but it relies heavily on their resources (or lack of) during the peak season. The military doesn't understand the local agent's point of view because they never engage the local agent. I have been to the last four (4) PPF meetings and I can tell you that there aren't more than a handful of agents that don't operate a SCAC code in the building. They have relied on the TSP to convey the views of the local agent and that has not accurately happened.

At this stage of the game, the military has created a marketplace for SCAC's that didn't exist under the TOPS program. With a single source program, that marketplace will likely disappear. The DPS system has never served the local agents or the service members. Without some form of LOI and AOR as required in TOPS, there is no accountability or transparency and the local agent is left out in the wind. How many times in the winter do you get a call from a driver or a carrier wanting labor for a pack and haul? That never happened in the days of the LOI because the carriers and the agents had a true relationship that was beneficial to both. That's how successful partnerships work – both ways right? No relationship survives when only one partner benefits.

(CHAIRMAN'S CORNER continued on page 4)

You thought he
carried the woes of
the nation on just
his shoulders?



Happy
Presidents
Day!





PRESIDENT'S COMMENTS

By Steve Weitekamp

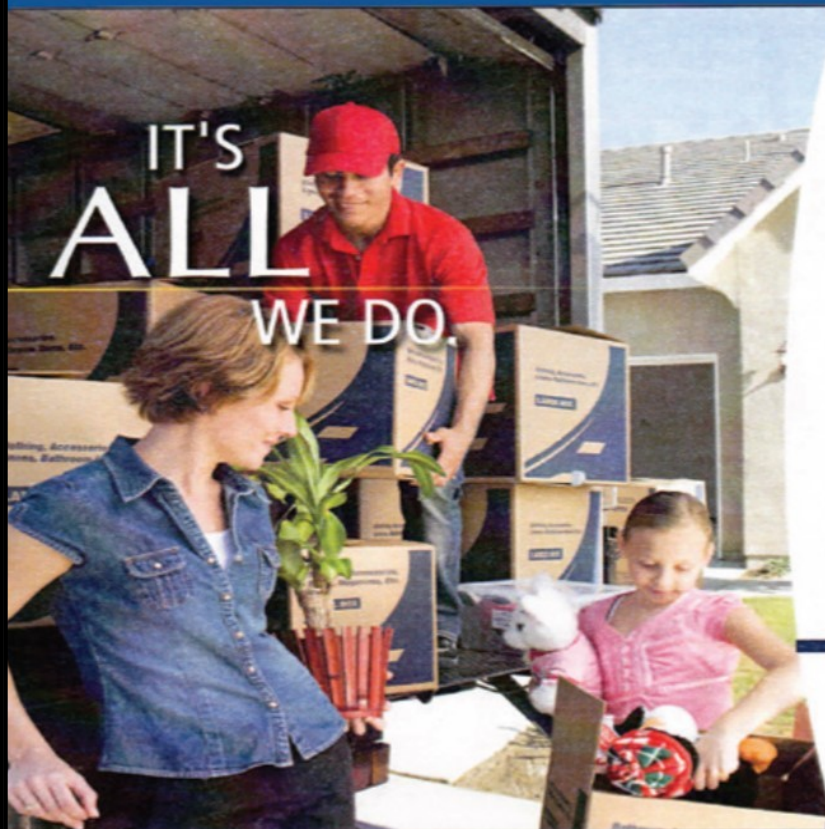
We just completed our first Industry Workshop with the Bureau of Household Goods and Services (BHGS). We were informed that the focus of the meeting was Household Movers Regu-

lation with a concentration on enforcement regulations, an upcoming fee study, and household mover definitions. We were pleased to have about 15 movers and eight BHGS staff in the room and several other movers on the phone participating in the discussion. BHGS Policy Manager Yeaphana La Marr started the discussion with a brief description of how state agencies (other than the California Public Utilities Commission) enact regulatory changes. While we have only heard positive comments from CMSA members about the Bureau answering phones and providing assistance with regulatory issues (wow, their predecessors

really set a low bar), I will tell you that regarding regulatory change, the wheels of the bureaucracy of the state turn very slowly. Understand that this is a sword that cuts both ways, but tariff changes that would benefit consumers, regulated industry and state tax payers (even if regulators are in agreement) will still take a considerable amount of time.

We were informed at this meeting that the focus of the Bureau's first regulatory submission, a process that according to their timeline would in the best case take a minimum of a year, would focus on enforcement issues. They stated that they are currently looking at issues that give them the opportunity for more administrative authority. We stressed that these changes should focus on unlicensed operators, those who are doing damage to consumers, regulated industry and the California taxpayer. The regulators nodded in agreement. Their proposed changes were not shared with us. Our first opportunity to review, comment, and/or protest, will probably be in the fall during a 45-day public comment period.

(PRESIDENT'S COMMENTS continued on page 5)



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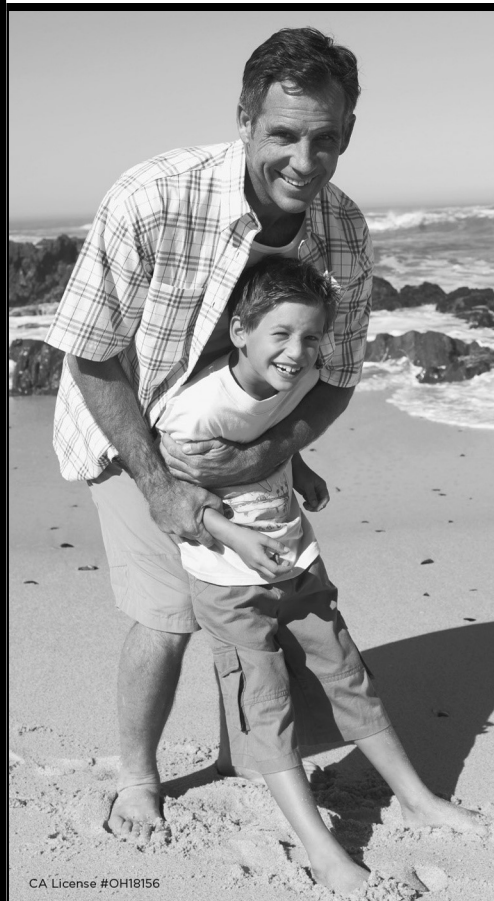
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Another fault of this program is that every two (2) years the military rolls in / out new leadership. How can the program ever get a head of steam or sense of direction when every time the program manager is just starting to make progress they parachute out? The people in place now are four generations of leadership removed from the days of TOPS. How can you have any relevant conversation or talking points when the poor people have no idea how the program previously worked? If the program is to be successful, the military must invest in personnel in it for the long haul. They can't rotate out every two years and expect to have a successful program. I can't think of any moving operation run successfully that way, it just doesn't work as there is no accountability. Gen. Lyons also doesn't point out that although they want best commercial practices applied to their program, they don't appear to want to pay for it. This is a critical reason why local agents don't participate in the military arena. They are paid for these services for local moves, intrastate moves,

interstate moves, international moves, national account moves, but not the military? Why does the military not see this as a deterrent to people performing military work? Shuttles, long carries, stairs, waiting time, attempted deliveries / pickups, extra pickups, segregations, crates, hoisting and all third-party services are an oversight in the military system at best, but work great everywhere else. When is the last time you didn't have to fight tooth and nail for revenue earned under any of these services?

The simple fact is the military has gotten away with being cheap to this point at the cost of local agents with a lack of transparency, now with their emphasis on inconvenience claims and claims in general, who is going to want to perform this work? If you have any endeavors in the military arena, I strongly suggest you get comments and concerns to the CMSA as this can be a game changer for many of us. Let's all try to be part of the solution.

Happy Presidents Day to all, Alan.



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(PRESIDENT'S COMMENTS continued from page 3)

While we agree that this is extremely important, we are disappointed that they were not at the same time willing to address tariff modifications (included in my January 2019 column). Changes that we have laid out to the Bureau as being important to the health of the industry and not damaging to the moving public. That being said, we remain optimistic that our efforts and engagement with a Bureau, that from the top down agrees that communication with industry is critical to a successful program, will result in an improving environment for regulated industry and moving public.

Another item where this communication has already been helpful is the annual rate adjustment to the MAX4 Tariff. As a result of the transfer some in state government erroneously interpreted the legislative intent to be that no changes to the rules, including annual rate adjustments, could be made outside the regulatory process. As I have laid out in proceeding paragraphs that would have been a huge problem. Thankfully, as a result of our professional relation-

ship with Bureau Chief Nicholas Oliver, we were able to agree that the annual rate increase would continue as before. Chief Oliver was willing to listen to our well-reasoned and documented justification for the process to continue, and then work within the state bureaucracy to make it happen. As a result of our joint efforts, we should see a 4% increase to specified MAX4 rates in the next few days. The Bureau will not mail out changes to the MAX4, but will post on their website. The good news for CMSA members is that you will be notified by us with an email that includes a link to the updated tariff as soon as it becomes available.



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(FREESE INVITE continued from page 1)

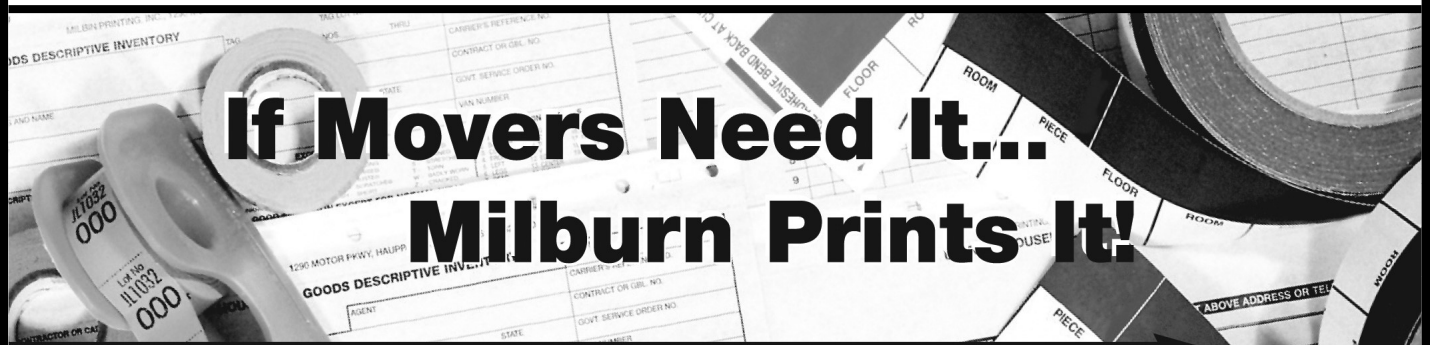
Please make an effort to attend as many of our events as possible, you won't be disappointed. From opening night, to our general business sessions, to our military breakout sessions, there will be a lot going on. Don't forget about Antarctic Mike, and the Van Line panel discussion - always a good time with a lot of interesting details and facts. For all you athletes out there, the golf tournament will be the place to strut your stuff. If you want to party, have your act together for Friday night and let it roll. Hands down for me, the best part of the convention weekend is the Saturday scholarship awards luncheon. This is where you get to see all the efforts of all 12 chapters fund raising over the year come to a head and make a lot of kids and families proud. Please make a special effort to attend this event. For many of you that are already tired of seeing me



speak and reading my columns, you will be happy to know that the Chairman's Ball Saturday night will be my last event. You won't be burdened anymore with my rhetoric after Saturday night AND none other than San Diego's own, Thomas McCarthy, will become the 101st Chairman – awesome night not to be missed.

In closing, I would like to extend a sincere thank you to all that I have crossed paths with during this past year. It is beyond words, even for me, to express my gratitude of how welcome I have felt everywhere I have been albeit moving companies, chapter meetings, military and state meetings – truly an epic year for me. I could not be prouder to have served the members and the families of the CMSA. Thank you all for the support, it means a lot.

Now with all that said, register for the convention today!



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(MCCARTHY INVITE continued from page 1)

a great program to help keep us all updated with all the changes that we face.

Lately, we have seen changes on the PUC to the DCA. Our President Steve Southwest, going back and forth to our this changeover as seamless as pos-

COD front with the transition from the Weitekamp has spent many flights on State Capital on our behalf to make sible for all of us.



The Military, in light of a social media storm that occurred last peak season due to some late shipments, has been grasping for solutions to find peak season capacity. The word "outsourcing" is back on the table. What will be discussed about these two topics will be worth the price of admission alone.

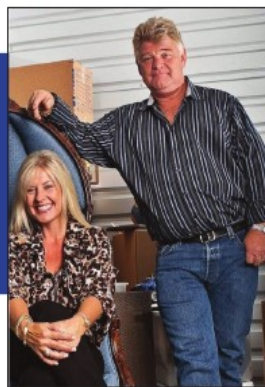
If you cannot make the convention, then I encourage you to look at your younger professionals and send one in your place. Not only will they be able to bring back knowledge learned at the convention, but you will be investing in their career, making them stronger in your own organization.

Lastly, as I will be coming in as your Chairman, I hope you will be able to stay through Saturday night and enjoy the festivities at the Chairman's Ball. I vow here and now to keep my speech shorter than some of the recent gentlemen whose footsteps I now follow so we can get to drinking and dancing faster. I look forward to seeing you there to help me celebrate this accomplishment.

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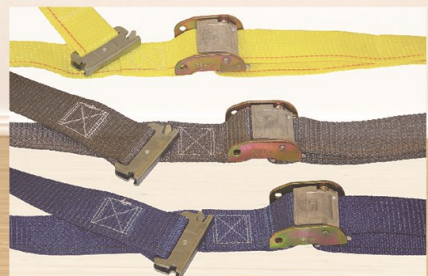
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(CHIPMAN INVITE continued from page 1)

tive. Right now, our fellow movers in the Midwest have just completed their polar vortex conventions in Minnesota, Wisconsin, and the Dakotas. Think of it: an entire week devoted to ice dancing, log rolling, and axe throwing. Breakout sessions include mitten weaving, a lutefisk bake off, and fastest techniques for jump starting bobtails. At the Midwest conventions, Movers don't high-five when they greet; they rub noses.

Thank goodness for our convention. During the week of April 23 through the 28th, we get the most recent industry intel from our President, military experts, AMSA, IAM, and our guest speakers. We get to see and ask questions about the latest tech from our dedicated suppliers. We get to bear hug dear friends, and toast new acquaintances.

The Paradise Point Resort & Spa is great! The property reminds you of a laid back, Polynesian-styled village with comfortable bungalows, and on-site dining options. Don't miss Thursday's Golf Tourna-

ment, and Chairman Alan's black-tie Ball on the final night. Off-site fun abounds. At Sea World you sit in the blue seats and get splashed by orcas. Visit the world class zoo where anchorman Ron Burgundy saved Veronica Corningston from the Kodiak Bears. Baseball fans can come down on Tuesday, April 23rd or 24th and watch the late, great Tony Gwynn's Padres battle the Seattle Mariners at downtown Petco Park. It's good to be a California Mover.

Register with CMSA and reserve your bungalow today. Alan, Thomas and I will see you in San Diego.



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CALENDAR OF EVENTS

Tues., Feb 12	North Bay Chapter Meeting
Tues., Feb. 12	Ventura/Santa Barbara Chapter Meeting
Wed., Feb. 13	Greater Los Angeles Chapter Meeting
Wed., Feb 20	San Diego Chapter Meeting
Wed., Feb 20	Northern Region Chapter Meeting
Thurs., Feb 21	Sacramento Chapter Meeting/Bowling Tourn.
Thurs., Feb 28	OC/Beach Cities Chapter Bowling Tourn.
Tues., March 5	Mid Valley Chapter Spaghetti Dinner
Tues., March 12	Twin Counties Chapter Meeting

Wed., March 13	Legislative Day
Thurs., March 21	San Diego Chapter Golf Tournament
Sun., March 31	Greater Los Angeles Day at the Races



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Young Professionals Corner



Shandie Fox

ASAP Movers is a small family-owned moving company based in beautiful San Luis Obispo, California. I've had the honor of working for my brother, Kasey Fox, for five years. In those five years where we've grown

from an office staff of three to seven, three trucks to 11, and six-10 full-time movers to 25-35 movers.

When my brother asked me to help in the office a few hours a week, I was a full-time nursing student and full-time membership sales associate at Costco. As time progressed, my love for the moving industry and family business grew. I eventually left Costco and not to long after that I changed my major to business, from that moment I was all in!

I started learning everything I could about the moving industry, our business model, and putting in hard work. Being a

small business, I'd go from dispatching crews, to scheduling a move, to driving the forklift, then manually unloading a semitruck full of furniture into our warehouse. It was important for me to experience the industry from bottom to top, in order to relate to my movers and office staff.

Although, my current title at ASAP Movers is Director of Human Resources I still wear many hats and prefer my unofficial title, Manager of Movers acronym M.O.M., as it better suits my role here at ASAP. My passion is taking care of our employees and creating a positive company culture. The moving industry is like nothing else, it's physically and emotionally taxing on our employees.

I strive to create the best working environment so they can provide our customers incredible move experiences every day. I have big dreams and can't get there without a strong team.

When I'm not working you can find me at the beach with my dog Sugar, wine tasting, or finding the best brunch spot on the Central Coast!



Association Leaderboard CMSA Report

Association	Total Lbs.
1 Illinois (IMAWA)	1,590,248
2 Pennsylvania (PMSA)	1,255,811
3 Southwest Movers (SMA)	1,143,171
4 California (CMSA)	1,013,943
5 Florida (FMWA)	937,114

I PITY THE FOOL



WHO DOESNT COME TO THIS CONVENTION

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What You Need to Know About Flood And Water Damage

Bad weather is here and will likely continue for several more months. There are lots of weather risks for moving & storage companies, but this article will only deal with water and flood damage.

The first issue is that water damage and flood damage are **not** the same things in insurance. "Flood" is generally defined in insurance policy exclusions as:

Flood, surface water, waves, tides, tidal waves, storm surge, overflow of any body of water, or their spray, mudslide or mudflow all whether driven by wind or not; Water that backs up from a sewer or drain; Water under the ground surface pressing on, flowing, or seeping through foundations, walls, floors or paved surfaces; basements, whether paved or not, doors, windows or other openings.

The "shorthand" version defines flood as water coming from below. So, what about water that comes from above? Such as rain falling through a hole in the roof, sprinkler leakage, broken pipes, etc. Those causes of water damage are generally covered by insurance – but every claim is different.

What should you do if water damage occurs in your vehicles or your warehouse from above or from below? Well, you certainly shouldn't wait for an insurance adjuster to determine if the damage is covered by your insurance. You should immediately try to remediate the damage – dry things out, replace the soggy packing material, repack the property as soon as it is dry. Most cargo and warehouse policies will reimburse for these expenses – check with your insurance rep to be sure.

If remediation is not done, mold and mildew can develop in the wet household

(WATER DAMAGE continued on page 15)

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(WATER DAMAGE continued from page 14)

goods and packing material. Movers could be held liable for this kind of damage if immediate remediation is not undertaken. Most insurance contracts clearly exclude mold, mildew and bacteria injury or

damage. Dry everything out as soon as possible to avoid mold.

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Ask the Regulator

Q. I wish to perform both residential moves and office moves. What permit do I need?

A. To move household goods or personal effects to or from a residence you must obtain a Household Mover permit issued by the Bureau. You may elect to perform office moves under either (1) your Household Mover permit or (2) a motor carrier permit issued by the Department of Motor Vehicles (DMV). To perform office moves under a Bureau permit you will need to complete and file the Notice of Election (Form TL 706-N) (this form is included in the Household Movers Application Packet) with the Division of Household Movers.

Q. May I conduct operations using owner-operators as independent contractors?

A. You may engage independent contractors (referred to as "subhaulers"), provided that each contractor holds its own Household Mover permit and you file a subhaul-lease bond of not less than \$15,000 with the Commission in accordance with General Order 102.

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The Honorable Dan Sullivan
Chairman
Subcommittee Readiness and Management Support
Committee on Armed Services
U.S. Senate
Washington DC 20510

31 January 2019

Dear Mr. Chairman

Following this summer's military move peak season, I received a letter from four Senators and inquiries from other members of Congress regarding their concerns with the household goods program. I wanted to take an opportunity to share U.S. Transportation Command's plan with you to improve the relocation experience for service members, Department of Defense civilians, and their families.

Let me begin, though, by commenting on the criticisms and critiques directed at the Defense Personal Property Program (DP3) since I've assumed command. Put simply, I agree. The experiences recounted by DOD families in letters to Congressional leaders, to the media, and to my staff are unacceptable.

As you are aware, the scope of this program is enormous. Each year the DOD relies on over 900 Transportation Service Providers (TSPs) to relocate over 400,000 service members, DOD civilians, and their families to assignments across the globe in support of national security objectives; perhaps the most stressful portion of the relocation process involves shipping household goods. Roughly 40% of these moves occur between 15 May and 31 August, which is the period we refer to as 'Peak Season' due to the strain the DOD's assignment cycle places on commercial capacity (namely the crews that pack/unpack belongings and truck drivers).

Historically, 90% of DP3 customer satisfaction survey respondents rated their personal property relocation as either satisfactory (9%), good (18%), or excellent (63%). 10% of our service members and civilians reported an unsatisfactory experience and expressed concerns with the quality of service provided; the claims process for lost or damaged property; DOD actions to hold industry accountable; and a lack of transparency regarding industry performance.

I have personally reviewed TSP performance over the last several months. Generally speaking, TSPs meet program requirements; when they don't, DOD transportation officers use the tools at their disposal to document and influence TSP performance. That said, I do not believe the tools available—nor our employment of those tools—are sufficient to hold TSPs accountable in a constructive manner. We take action in an inconsistent, uncoordinated fashion and our most severe sanctions—suspensions and disqualifications—ultimately work against us as they remove capacity from the program.

I have similarly reviewed the operations of our personal property offices and found that responsibility and oversight are diffused across the Department. I am convinced every employee associated with the vast program operates with noble intent, but their efforts are not synchronized. This renders the application of their performance management tools ineffective and prevents the program-wide accountability families demand. Moreover, the fractured nature of our operations—from receipt of relocation orders at origin through the completion of the claims process at destination—makes it difficult for families to determine who can help them when things go wrong. Our business rules are over-engineered, making the DOD an unattractive and inefficient business partner to TSPs and serving as a deterrent for additional capacity to join the program. When potential solutions are recommended, efforts to reform our processes are often constrained by our legacy IT platform. The Defense Personal Property Program is not the system we would deliberately design in 2019, and the status quo is no way to run a two billion dollar Enterprise.

As many in Congress have pointed out, we tackle the same set of long-standing and predictable challenges each year with very predictable results: quality and capacity are lacking, and we have limited accountability measures to drive improvements. I have spoken with families, DOD leaders, industry associations, and TSPs (both servicing and unaffiliated with DP3) and concluded drastic change is required. We cannot rely on a loose confederation of government transportation activities to oversee and coordinate a similarly disparate network of hundreds of commercial agents and transporters. We must fundamentally change the nature of our relationship with industry and do so in a manner that eliminates the gaps and seams that generate unnecessary friction and opacity within the DP3.

The Office of the Secretary of Defense established a Cross Functional Team—co-chaired by the Under Secretary of Defense for Personnel and Readiness and the Under Secretary of Defense for Acquisition and Sustainment—to synchronize the Personnel and Logistics communities' efforts in improving the relocation process for the 2019 Peak Season. The Cross Functional Team outlined 10 specific 2019 tasks in its action plan, including integrating the Permanent Change of Station Orders process with transportation systems; improving the overall Permanent Change of Station Orders lead time; seeking opportunities to reduce report dates during peak season; resourcing transportation offices to meet quality assurance inspection standards; and establishing a central call center to improve customer service. All of U.S. Transportation Command's efforts are done on behalf of Office of the Secretary of Defense and the Services and are fully nested under the Cross Functional Team.

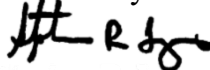
To that end—and after personal consultation with Service Secretaries and Service Chiefs—the U.S. Transportation Command staff has begun the formal acquisition process to award end-to-end household goods transportation and storage processes to a single commercial move manager in time for the 2021 peak season. Given the scope and complexity of the program, we anticipate a phased approach; not all DOD moves will be immediately impacted upon contract award. Restructuring this relationship fundamentally changes the way we manage capacity and quality. Rather than relying on 42 separate offices to award individual shipments to individual carriers on a transactional basis, we can let industry do what industry does best: invest in networks of providers that can capitalize on regional and functional expertise to manage shipments in a more efficient manner year-round. By working with a single move manager, we will be able to hold those companies accountable in a much more meaningful, transparent way. When corrective action is required, we'll seek financial remedies as opposed to barring capacity when we need it most. While this acquisition will take time, we believe it will improve quality and generate additional capacity.

We maintain a close working relationship with industry and have invited industry to provide insights and expertise as we restructure DP3. While we will continue to work closely with our commercial providers, we anticipate portions of industry will resist program changes of this scale. As leaders across the DOD and Congress engage with industry on this topic, it's critical industry understands we expect overall DOD demand to remain stable, and we are not attempting to shrink the market.

While the proposal will address many of the 'logistical' aspects of managing household goods shipments and storage lots, there is more to the family relocation process than transportation. Together, we will work tirelessly to support our military families.

I look forward to meeting with you in person and discussing the broad range of USTRANSCOM priorities, including progress on this topic soon. On 5 and 6 February, my Director of Strategic Plans, Policy, and Logistics will provide a DP3 briefing for Senate personal staffs and SASC professional staffs, respectively. I appreciate the opportunity to provide our insights and recommendations on improving the Defense Personal Property Program, and for your continued support of our Nation's military.

Sincerely



Stephen R. Lyons
General, U.S. Army
Commanding

MEMORIAL BULLETIN



Dick Dickerson
1928 - 2019

It is with great sadness that we announce the passing of our longtime sales executive and friend, Claude "Dick" Dickerson. Dick was an original employee of Pioneer Packing when our doors opened in 1976. He was instrumental in the early success and sales growth of Pioneer and was devoted to serving and supplying the Moving and Storage Industry. He truly loved being with his clients who were also dear friends. Dick also enjoyed the CMSA and the monthly meetings and was the Conventions' annual golf tournament chairman for 35 years. Dick is now with his wife Elaine who passed last year. He will be dearly missed, and we will be ever grateful for his dedication, service and friendship.



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