

California Household Goods Mover Regulator Changes Name



Effective January 1, 2019, the Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation (BEARHFTI) has changed its name to the Bureau of Household Goods and Services. The new logo reflects this name change.

As CMSA President Steve Weitekamp mentioned in his September 2018 column, "...a new name for the Bureau was in order, a name more reflective of the updated mission and easier for the public and industry to link to services provided." It was through the efforts of Senator Jerry Hill who stepped in with a bill, SB 1483 (Hill), that the Bureau's simplified name has been realized.



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

**Keynote Speaker Antarctic Mike will present
"The Conqueror in All of Us"
at the upcoming CMSA convention!**

(KEYNOTE SPEAKER continued on page 6)



CHAIRMAN'S CORNER

by Alan Freese

2018, for many, was a year of challenges as well as rewards. I know that many movers had a very successful year, but they still faced adversity, especially on the military side. The military continues to be the "Middle Child" with the ever-changing programs and direction. It can be difficult at times to hit a constant moving target, but I feel the leadership they have now is starting to understand some of the pains associated with operating a local military approved warehouse/agency. Let's face it, there are far easier ways to turn revenue in the moving industry besides the military arena. There are a lot of regulations and hurdles set forth by the military that are not in place for our commercial customers. Hands down, the number one complaint I have received while traveling with Steve this past year is the transparency – or lack thereof in the military marketplace. Many local

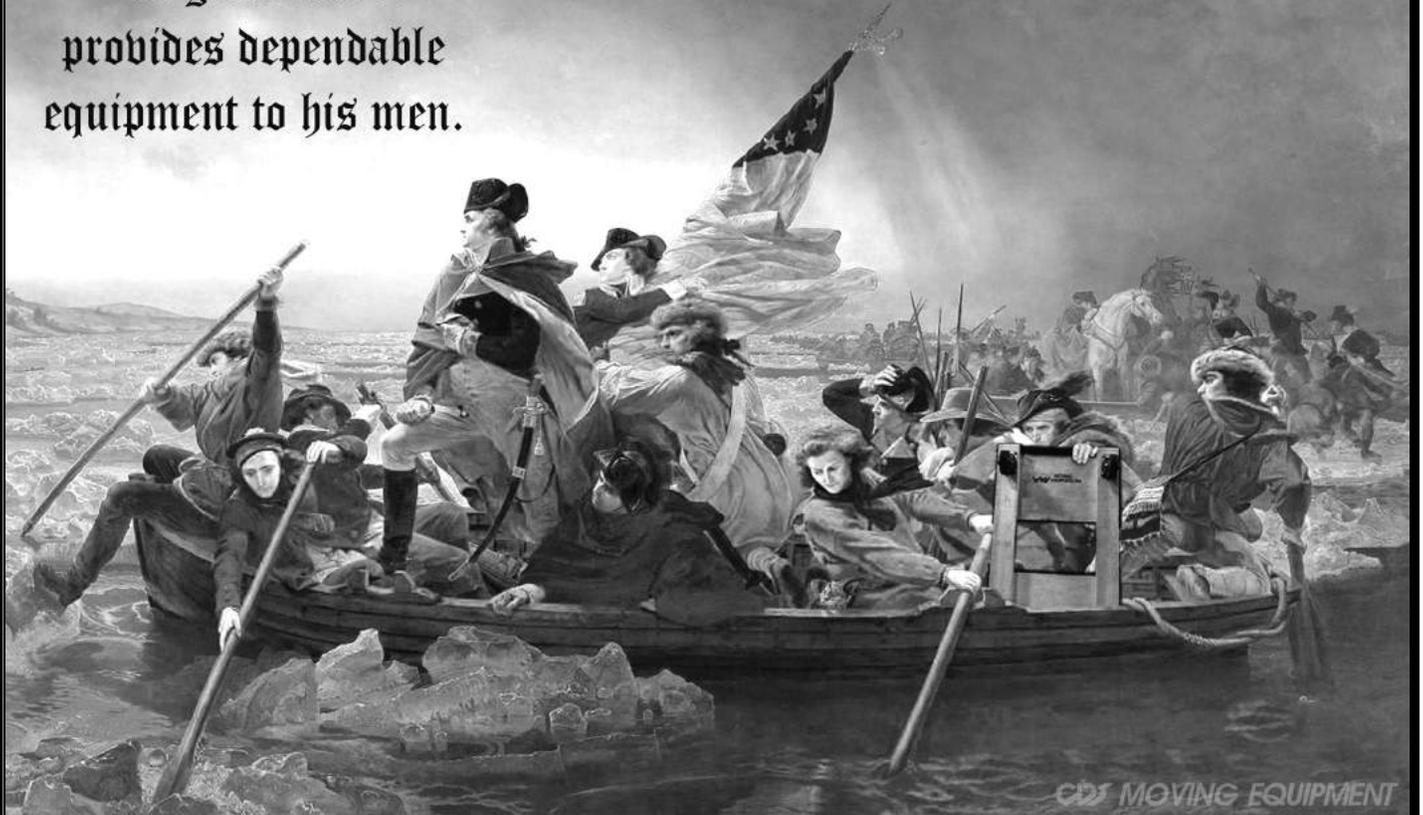
agents feel the current system takes advantage of them and they have a good argument to support their position. I would recommend to any and all agents to attend the 2019 Spring PPF at Scott AFB, IL. You must register ahead of time to ensure a seat as it does fill up. This platform is one of the best ways to meet face to face with the military personnel in charge of running the programs that you operate under, domestic, international, DPM and NTS. I have found it to be very beneficial to attend and a great place to have your concerns heard. I hope to see you there.

On a personal note, I hope that you and your families had a great Christmas and New Year's day. For me, it was great to have my daughter Shelby home with us for a couple of weeks with my son, Jack, and eldest daughter Amanda. As a whole, my family travels a lot and often in different directions, which is why it felt so good to have everybody back in the nest for a few days. Even better was that they all managed to get along – imagine that.

Looking forward to 2019, it is my hope

(CHAIRMAN'S CORNER continued on page 4)

A great leader provides dependable equipment to his men.





PRESIDENT'S COMMENTS

By Steve Weitekamp

Happy New Year! I know it sounds redundant to say we have a lot going on in the new year, but that is the reality of our world, country, state, industry, business, and even our personal lives in

2019 and beyond. For this column, I'm going to set down my military moving rucksack and let Chairman Freese share a few comments on that important segment of our industry. But even without the current action and change of the military market, there is much to be accomplished. Although we as an Association were extremely successful to the benefit of our membership in 2018, we cannot let down our guard or slow down in our core value of continual improvement. I would ask you to resolve this year to be more engaged in your Association, it will benefit the moving industry, your company, and yourself.

We have noted more than once the successful transition of Household Moving regulation from the California Public Utilities Commission (CPUC) to the Department of Consumer Affairs (DCA) in 2018. The lack of pain and disruption that resulted from this significant change was only made possible by a lot of hard work and in large part by the financial support of our members. California Moving and Storage Association (CMSA) staff worked with our lobbyists, Advocation Inc. and Shaw Yoder Antwih, and CMSA attorney Mark Hegarty to achieve an outcome that serves all parties. There was no one else advocating for movers or shippers.

With all that has been accomplished, we know that there is more to do. We have been working with our member leadership, board and government affairs committee on proposals related to the Maximum Rate Tariff 4 (MAX4) that we plan to address with the DCA staff early this year.

We feel confident that the changes we are proposing will benefit the moving public, regulated movers, and those that oversee the regulation. A healthy regulated industry

(PRESIDENT'S COMMENTS continued on page 5)



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(CHAIRMAN'S CORNER continued from page 2)

that the military continues to have open minds and ears in dealing with local agents and the problems of DPS as well as transitioning into MyMove. I also feel a heightened sense of trust being under the DCA versus the PUC. They have really stepped up to the plate in a short amount of time, trying to enhance as well as streamline their programs and direction. Just the fact that they are willing and able to provide enforcement as well as a path to compliance for rouge movers is huge for our industry.

In closing, I would like to remind everybody that the 2019 convention is not far off and more importantly the scholarship appli-

cations are open and available online. The CMSA scholarship program has helped my daughter Shelby a great amount over the past five years and I as a grateful dad, I just want to say thank you to all (12) chapters for what you do to raise money, to make this possible – outstanding job by all. I'm looking forward to visiting three more chapters prior to the convention when I get to hand the keys over to Mr. Thomas McCarthy. It's been a great ride and looking forward to a great year with all of you. Thank you and Happy New Year, Alan.

IMPORTANT ALERT:

Convention Room Reservation Scam

CMSA is not working with, nor affiliated with, any housing company. CMSA has negotiated the best rate directly with the hotel. Reservations should **only** be made using the reservation link on the CMSA convention web page or by calling Paradise Point Resort & Spa directly at (855) 463-3361 and referencing the California Moving & Storage Association.



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(PRESIDENT'S COMMENTS continued from page 3)

is better able to provide quality service and operate in a manner that ensures greater safety for all on the public highways. Additionally, any actions that make it more difficult for the underground economy to operate without fear of penalty is beneficial to the taxpayer/citizen of the state in both increased revenue and decreased public services.

Items that we are working on for potential modification include:

- The development of a **MIN-MAX TARIFF**
 - Range to include current Maximum (adjusted annually) down to agreed minimum%
 - Procedure Permitting a Household Mover to Deviate from Maximum or Minimum Rate
- The addition of **OVERTIME OPTION FOR DISTANCE TABLES – WHEN SERVICES AT CONVENIENCE OF SHIPPER**
- Including **ALTERATIVE MILEAGE METHODOLOGY** (beyond DT8)

- Establishing a far more workable **90 DAY CLAIM FILING PERIOD**
- Instituting a reasonable **MANUFACTURED FURNITURE VALUATION LIMITATION**
- Addressing the public desire for a **MODIFICATION/SIMPLIFICATION OF ITEM 475**

If you have additional items for possible review, please give me a call or send an email. **Today is the time to register for the 101st Annual CMSA Convention.** Visit the convention kiosk on the CMSA Website: <https://www.thecmsa.org/html/convention/2019-101st-paradise-point/default.htm> or just call our office and be a part of this valuable event.



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(KEYNOTE SPEAKER continued from page 1)



Antarctic Mike



In January 2006, Mike became one of nine people to have run a marathon on the Antarctic continent; 11 months later he returned to Antarctica to become the first

American to complete the Antarctic Ultra Marathon, a grueling 100km (62.1 miles). Since then Mike has completed many other winter marathons in the coldest and harshest climates on earth. His stories have been featured on CNN, Sports Illustrated, Fox, ABC, CBS Early Show, ESPN, and many other national and international sources.

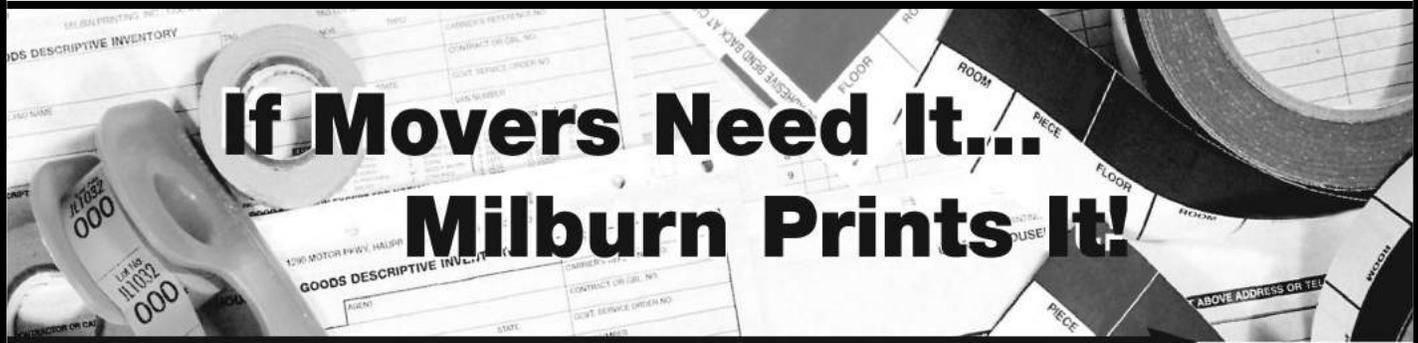
OK, you're thinking: WHY? Surprisingly, it has very little to do with cold weather or sports. Rather, it's about the disciplines necessary to be successful in difficult situations. Difficulties come to us every single day, on and off the job. The question is this: Are we ready?

Mike's program, Keep Conquering, is all about mastering the ability to move forward despite difficulties and challenges that come against us every single day.

Mike holds his BA from the University of Colorado, Boulder in Marketing and resides in Encinitas, CA with his wife Angela and his two cats, Shackleton and Yosemite.

The results of great leadership in an organization yields team members showing up earlier, staying later and bringing their whole self to the job, to solve problems, add value and grow the organization, not merely maintain it.

Mike Pierce, Antarctic Mike



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States Starting Aggressive Enforcement

In the state of Florida, there is apparently a rash of moving companies that are holding people's furniture and belongings hostage during the moving process, demanding more money in exchange for their release.

Florida Attorney General Pam Bondi announced last week that her office is taking legal action against more than a dozen moving companies for allegedly using deceptive marketing and sales of household moving services, while also holding people's belongings "hostage for ransom."

According to Bondi's office, the 14 moving companies, which are all located in Broward and Dade counties, allegedly used false or deceptive advertising to convince people to purchase moving services.

The companies allegedly promised that their movers would be "highly trained, professional or expert movers," but in actuality, the movers were "untrained laborers," who damaged, destroyed, or even stole peoples'

property during their move.

In other cases, people allegedly received supposedly binding low-price estimates for moving services, but once their move began and some of their belongings were loaded onto a moving truck, the movers in question allegedly "substantially" increased the price of their move.

Then, according to Bondi's office, if the consumers refused to pay the higher fees, the movers allegedly threatened to hold the consumers' goods hostage until they paid the higher fee.

"Our complaints allege these moving companies deliberately loaded people's belongings onto a truck, hiked up prices and then forced customers to pay before releasing the items," Bondi said in a statement. "We are working closely with the U.S. Department of Transportation to stop these scams and hold the companies responsible

(ENFORCEMENT continued on page 9)



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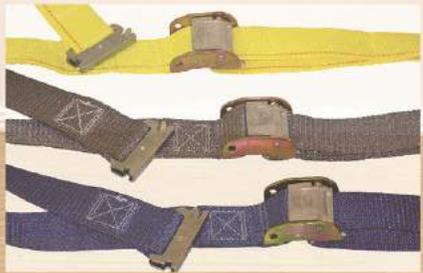
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(ENFORCEMENT continued from page 7)

for using these deceptive tactics.”

Bondi’s office filed four separate complaints in federal court alleging violations of the Florida Deceptive and Unfair Trade Practices Act, as well as both federal and state moving statutes, against the following businesses and individuals:

- **Moving and Storage Accounting Inc., Moving and Storage Accounting Services Inc., Moving Services Accounting and Storage Inc., and Dr. Schlepper Inc., d/b/a Full Service Van Lines**, located in Pompano Beach, and principals Maxx J. Socher and Grace Metzger
- **Ocean Moving & Storage Corp.**, located in Pembroke Pines, and principal Itai Carmel
- **U.S. Moving Services Inc., Moving & Storage SF Inc.**, formerly known as **Safeway Moving & Storage Inc.**, and **Moving Systems Inc.**, formerly known as **Spartan Van Lines**, located in

North Miami, and principal Yehoshua Vaknin

Additionally, Bondi’s office filed two complaints in state court against the following companies and the principals for allegedly engaging in similar ransom moving schemes:

- **All USA Van Lines Inc, Moving Group Inc, Top Movers Inc., Guzi’s Investments, LLC, Cross Country Movers LLC, 24/7 Moving Services Inc., Transworld Movers Inc., and Emoving Company**, located in Hollywood, Florida, and principal Ohad E. Guzi a/k/a Chad Cuzi
- **Upline Moving & Storage Inc.**, formerly known as **#1 Van Lines Inc.**, located in Hollywood, Florida, and its principal, Daneshia L. Augustin

The complaints seek a permanent injunction, consumer restitution and civil penalties from each of the 14 moving companies and principals.

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State-Run Retirement Savings Plan Gets OK; Mandatory Enrollment Coming in 2020

California employers that don't already offer a workplace retirement savings vehicle will be required to either begin offering one via the private market or provide their employees access to CalSavers, a state-run retirement savings plan, as early as June 2020.

The CalSavers pilot program is open for employers to enroll; however, mandatory enrollment and contributions do not go into effect until 2020. Employers need not register until then, or later for smaller employers.

Emergency regulations governing the CalSavers program were recently approved by the Office of Administrative Law.

CalSavers is the result of 2016 legislation enacting the Secure Choice Retirement Savings Program (SCRSP) for private sector workers whose employers do not offer a retirement plan.

The legislation requires employers with five or more employees that do not offer specified retirement plans to put a payroll arrangement into place that requires employees to contribute a portion of their salary or wages to a retirement savings plan in the SCRSP, unless they opt out.

Employers that already offer a qualified retirement savings program will not be mandated to have their employees enrolled in



(RETIREMENT SAVINGS continued on page 13)

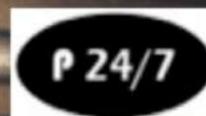
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(RETIREMENT SAVINGS continued from page 12)

the SCRSP. Employers retain the right at all times to set up and offer their own qualified retirement plan.

Registration Opens July 2019

According to the CalSavers website, employers will be able to start registering on July 1, 2019. Compliance will be phased in over a three-year period based on the size of the employer.

It is intended that employers' responsibility is simply as a pass-through, to deduct and submit contributions from employee wages.

The program will be funded by an automatic 5% payroll deduction, the default contribution determined by the Secure Choice Investment Board. Employers will be required to automatically deduct contributions from employee paychecks and to transmit payroll contributions to the program.

The employer makes no contribution into the retirement account.

Employer Registration Deadlines

Deadlines for registering for the CalSavers program are as follows:

- Eligible employers that have more than 100 eligible employees, and do not offer a retirement savings program must register by June 2020.
- Eligible employers that have more than 50 eligible employees, and do not offer a retirement savings program must register by June 2021.



- All other eligible employers with five employees or more that do not offer a retirement savings program must register by June 2022.

The legislation provides employers with specified immunity from civil liability; however, employers are not shielded from federal liability should the program be determined to be subject to or preempted by the federal Employee Retirement Income Security Act of 1974 (ERISA).

Source: Marti Fisher, CalChamber Alert

 The advertisement features a large image of a black Stevens semi-truck with a pink trailer on a road. On the left side, there are several circular icons: a green circle with a handshake, a purple circle with a woman talking on a phone, a blue circle with a man holding a box, and a red circle with a group of business professionals. Below these is a yellow circle with a globe. At the bottom left, there are logos for "US DOT 72029", "Move it. Live it.", and "CERTIFIED M". The main text reads "Reputation. Dedication. Excellence. Stevens is The Way to Move™". Below this, it states "Stevens Worldwide Van Lines is committed to our agents' success by assisting them in building their local and interstate business." and lists "Stevens Agent Advantages include:" followed by a bulleted list of benefits. At the bottom right, it provides contact information for Morrie Stevens, Jr., including an email address, a phone number, and a website URL. A pink ribbon logo is also present.

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Designing an Enduring Corporate Policy for Mold in a Shifting Business Landscape

In recent years, the topic of mold has penetrated both the financial and operational aspects of running a moving business and has received the highest level of attention from rulemaking authorities that govern our behavior and set up our best practices. The latest Full Replacement Value Business

Rules (FRV Rules) were changed and became effective in 2017 and at that time, the rules on Mold received continued attention – and for good reason: The section mandates the involvement of multiple parties,

includes shifting burdens of proof, and utilizes language that was first introduced to our industry in 2014. At that time, the industry scrambled to adopt these novel policies, procedures, and all manners of internal protocols to ensure corporate adherence to the changes. Unfortunately, most (exhausted) industry insiders will tell you that the Full Replacement Value Business Rules are continuing to evolve – and ongoing interpretations of the rules carry with them the potential to re-kindle the familiar industry mold scramble, and to leave us with a well shaken etch-a-sketch as the resulting playing field.

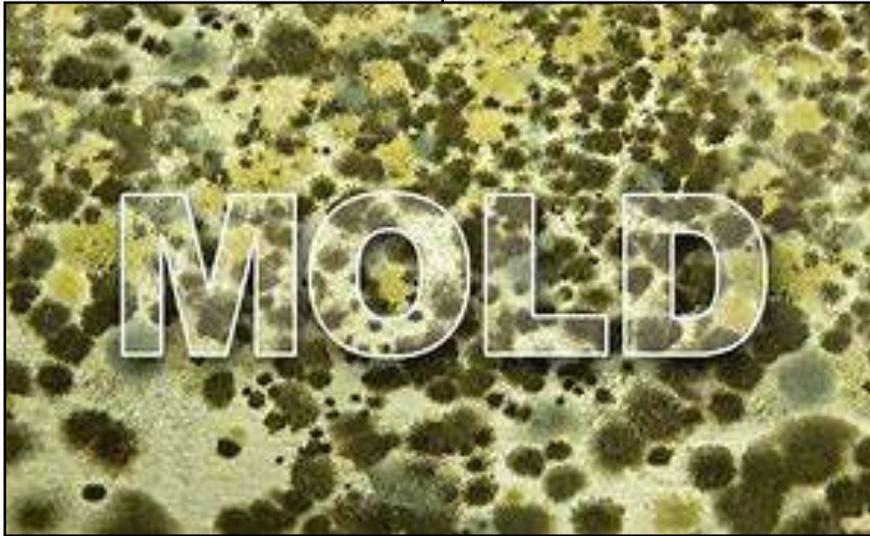
FACT: Mold is everywhere. Mold is present in the air we breathe and the food we eat. It has been around for millennia before man and will probably persist after we're gone.

For that reason, any suggestion of mold – whether it be a slight appearance of it, or

the faintest odor coming from the goods we transport – it is generally treated in a Chernobyl-like manner once the words have been uttered, or worse – written – on a shipment.

Important questions therefore must be answered into an effective operating strategy:

When is there too much mold? Why and how does it affect us? Who carries the legal risk of transporting and spreading it? Who was in possession of the affected goods when the mold is discovered?



Here are five smart steps to creating your mold strategy.

1. Create a deadline to completely document your strategy – Planning is key. A sensible, no-nonsense approach needs to be documented and disseminated to your warehousemen and crew leaders. The ineffectiveness of a wait-and-see strategy has an immense opportunity cost: What else could you have been doing with the time it takes to repeatedly run every decision through layers of top management? A well drafted and proactive posture with an “immediate notification” strategy places mold in a “red-alert” status where crew members can execute resolute action and mitigate the further spreading of mold to residences and offices. Return moldy shipments to the warehouse where they can be isolated and assessed, and immediately

(MOLD continued on page 15)

remediated if necessary. Refuse to load any items that may already have mold on them and grant no exceptions to these policies.

2. **Have Testing and Cleaning Firms Close By – Develop Relationships with mold testing and remediation firms beforehand – a solid relationship with a nationwide firm that provides testing as well as a separate nationwide firm that performs mold remediation is key to the quickest response times. Have these agreements pre-executed and discuss your corporate strategy with the firms so that there is no lost time when a situation presents itself. Introduce local industry to your people to allow them to feel comfortable initiating the calls.**
3. **Communicate Clearly and Quickly. Honesty is always the best policy. Notify the shipper, and subcontractors or prime contractors involved, and do so quickly. Even an unintentional delay in communicating can be seen by some as an attempt to conceal damage.**

4. **Understand Limitations of Remediation – Not everything can be cleaned. Mattresses, or couches for example can hold mold spores deep within their textile exterior or within the stuffing layers. Often, the more “comfortable” an item seems, the less likely it is to be salvageable.**
5. **Review your Insurance Coverages. Does your general liability insurer name mold as an exclusion? If not, does it specifically cover mold? If you don’t find specific mention of mold language and are curious about your coverages, contact your insurance broker or carrier. If you think you can’t afford coverage for mold, consider what you might expect to pay out in liability if you deliver molded goods into a home and the mold spreads throughout the structure and affects the health of its occupants.**

Source: Eric S. Vaughn, Esq., CPPC Claims Journal



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Young Professionals Corner



Casey Myers

I grew up in the small town of Grand Rapids, Ohio. Math was my favorite subject, and I attended the University of Rochester to obtain a B.A. in Math and Statistics, with a minor in French.

Little did I know

that I would end up in California married to a native Spanish speaker! One week after graduation, my parents drove me cross country in a Penske box truck, and I was thrown into the world of insurance sales at Paul Hanson Partners. It was a family connection that brought me to Napa, and I will always be grateful for that opportunity.

I've had the pleasure of participating in CMSA events including chapter meetings, fundraisers, board and executive committee

retreats and the annual convention. My husband Diego has also enjoyed making new friends through CMSA; we value the relationships and knowledge that is shared among the membership. I look forward to continuing those relationships for many years to come.

I am very excited to announce that after 13 years with Paul Hanson Partners, I made the decision to move on to a new opportunity at Champion Risk & Insurance Services. Champion Risk is based in southern California, but I will remain in Napa for now with the ability to offer multiple insurance solutions to the moving industry nationwide. Providing a responsive and professional service has always been important to me and continues to be my focus going forward. The response on social media plus the calls and emails I have received since the announcement was made have been overwhelming- thank you.

I wish you all a merry Christmas, happy holidays, and look forward to good things to come in 2019!



Association Leaderboard CMSA Report

Association	Total Lbs.
1 Illinois (IMAWA)	1,410,864
2 Pennsylvania (PMSA)	1,255,471
3 Southwest Movers (SMA)	1,141,354
4 California (CMSA)	1,012,938
5 Florida (FMWA)	908,345

CMSA Report Food Collected and Delivered

Monthly	Year to Date	All Time
9,488 lbs.	138,314 lbs.	1,013,590 lbs.
7,907 meals	115,261 meals	844,658 meals

Association	Enrolled Movers
1 California (CMSA)	66
2 Southwest Movers (SMA)	47
3 Illinois (IMAWA)	44

CMSA LEGACY

*LOOKING BACK
OVER THE LAST 100 YEARS*

By PJ Welch
2013 - 2014 CMSA CHAIRMAN



How do I pick out my most memorable experience as chairman of the CMSA? Was it the moment Steve called to ask if I would consider the position? Was it listening to my father introduce me as the new chairman? Was it the opportunity to work with

an incredible board of directors and Steve Weitekamp, the CMSA president? Was it the guy walking down the sidewalk in San Francisco wearing a china doll mask and one sock?

Or was it all those experiences? When Steve speaks at a chapter meeting, he discusses the comfort zone and how writing articles for the Communicator and speaking at meetings forces a mover, the chairman, out of their comfort zone. Traveling the state, visiting other movers, discussing different lines of business and spending time with associate members all combine to an incredible learning experience. While I was certainly nervous the first time I spoke at a chapter meeting, that was nothing compared to the anxiousness I felt when rearranging the warehouses or convincing the boss, my father, that we needed to completely rethink

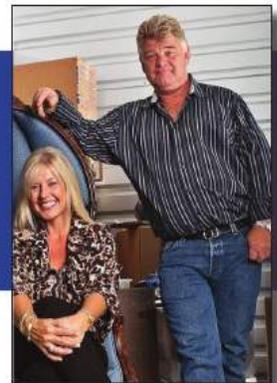
how we purchase equipment. My greatest challenge since being chairman has been to stay uncomfortable, to stay connected with CMSA members in order to keep up with the constant changes, and to keep my business growing.

Happy 100th CMSA. Thanks to the board for their time and commitment to our industry. Thanks to the chapter presidents for organizing all the meetings and raising the money that is given to the CMSA Charity Fund. Thanks to all the associate members for supporting the chapter fundraisers. And thanks to Steve Weitekamp for getting me out of my comfort zone, helping me to get more involved in this industry, and for making the wrong turn in San Francisco.

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A2B Storage and Moving Inc. is a moving company based in Rancho Cordova, California. We offer our customers business and residential local moving service within California as well as interstate moving service, moving and packing labor service. We serve whole Northern California. Providing high quality service for our customers is our main priority.



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CALENDAR OF EVENTS

Tues., Jan 8 Twin Counties Chapter Meeting

Wed., Jan 9 San Diego Chapter Meeting

Thurs., Jan., 10 Central Valley Chapter Meeting

Wed., Jan 23 Central Coast Chapter Meeting

Tues., Feb. 12 Ventura/Santa Barbara Chapter Meeting

Wed., Feb. 13 Greater Los Angeles 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



CLASSIFIED ADVERTISING



CHARGES: 1-5 lines \$15; \$2 each additional line. CMSA box number \$5.
Special heading/setup extra.

Email Renee Hifumi at rhifumi@thecmsa.org to place your advertisement.

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.

FOR SALE

Two **2006 International Diesel trucks**, 26000gvw w/fold away lift gates; **100 vaults** (40 recently purchased); Two Toyota **forklifts**-#4000/#6000, propane, great condition; Plus other equipment (dollies, pads, piano boards, etc.). Please call Carol at 661-822-6441.

EMPLOYMENT OPPORTUNITY

Rebel Van Lines is looking to hire Class A & B drivers. To apply, please email nan@rebelvanlines.com or call 800-421-5045.

FOR SALE

Large quantity of **storage vaults** for sale. Price subject to quantity purchased. Call John at 415-716-7341 or Email: irishexpress@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.

FOR SALE

Vaults used 50.00.
Couch/sofa racks. They are 21 ft high 10'8" wide 8' deep. They have 7 Plywood Shelves fully adjustable they are on steel wheels easy to move loaded. They hold 21 couches and sofas.
Shoring beams 96-102 inch USED.
Email Rusty at rusty5055@cs.com for pictures and prices.

FOR SALE

Established local, intra and interstate, full-service moving and storage company for sale. Send information to CMSA, Box G1, 10900 E. 183rd St., Ste 300, Cerritos, CA 90703.

CMSA THROUGH THE YEARS

HISTORICAL PHOTO

As the CMSA begins our second century, we want to continue celebrating our history with these wonderful historical pictures. If you have any pictures you would like to share, please email them in JPEG format to: information@thecmsa.org.



1991 - 1992 CMSA Board of Directors . 73rd Annual CMSA Convention
Harvey's Resort and Casino, Lake Tahoe, April 1991



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