

## California Re-Opening in Stages

Californians have been staying home and saving lives since the start of our statewide stay-at-home order issued on March 19, 2020. These efforts have allowed the state to move forward on our [roadmap](#) for modifying the statewide order.

We are now in early **Stage 2**, where retail, related logistics and manufacturing, office workplaces, limited personal services, outdoor museums, child care, and [essential businesses](#) can open with modifications. The state is [issuing guidance](#) to help these workplaces reopen safely.

### County variance

Stage 2 expansion will be phased in gradually. Some communities may move through Stage 2 faster if they are able to show greater progress. Counties that have met the readiness criteria and worked with the California Department of Public Health can open more workplaces as outlined on the [County Variance page](#).

### Industry guidance to reduce the risk

California moved into Stage 2 of modifying the state's Stay-at-Home order on May 8, 2020. Our progress in achieving key [public health metrics](#) will allow a gradual re-opening of California's economy.

We recognize the impact of economic

hardship. We must get our economy roaring once again and put paychecks in people's pockets. But the risk of COVID-19 infection is still real for all Californians and continues to be fatal.

The state is [issuing guidance](#) for businesses to follow, if they're permitted to open per County Public Health rules.

### Customers and individuals

Customers and individuals are encouraged to stay home if they have a fever or other COVID-19 symp-

toms. Those with symptoms or elevated temperatures should not shop, get services in person, go to work, or gather with others. If you're not sure if this applies to you, check your symptoms with this [Symptom Screener](#).

Higher risk individuals (over 65 or with serious medical conditions) should continue to stay home until Stage 4. Minimize errands by getting groceries delivered or asking for help from friends or family.

**Shop safely!** Crowded settings increase your risk of exposure to COVID-19. Wear a face covering or cloth mask, stay 6 feet away from others, avoid touching your face, and wash your hands when you get home.



(RE-OPENING continued on page 8)





## CHAIRMAN'S CORNER

by John Chipman, Jr.

For better or worse the Covid-19 Virus pandemic has changed how the moving industry does business in California. Shelter-in-place orders have affected how we interact with customers and colleagues. The Virus will eventually be defeated when testing and vaccines become available, but the recent changes to our business model will likely stay with us for years to come. While pronouncements made at the time of a major crisis like this one is frequently wrong, here's a crystal ball forecast with respect to virtual sales, Personal Protection Equipment (PPE) and working from home.

Virtual surveys and sales are the new normal. For decades sales representatives performed a circus act while patiently trekking through a customer's home tabulating items to be packed, crated, moved, and

stored. During the walkthrough, sales reps juggled pleasant conversation, at the same time nimbly dodging yappy dogs and curious toddlers. With flashlight in hand, they contorted their bodies to fit into cobweb filled attics and garages that often doubled as wood shops (at best) and a moldy, burial ground for PBOs filled with family keepsakes (at worst). If the customer needed tips on making junk disappear, voila our reps could produce a *Hosting a Garage Sale* pamphlet from a concealed pocket. Now our reps are mastering a new act: virtual surveys and sales.

New concerns arise. Does wearing headphones and a floral shirt enhance my professional image? How am I supposed to tabulate what's moving if the customer waves his mobile phone around like a tomahawk? If I'm seated behind a desk, do I really need to wear pants? And the big one, what's an appropriate backdrop during the survey? Is it my vintage taxidermy collection in the family room, or towering stacks of dirty dishes in the kitchen?

Customer expectations have evolved.

(CHAIRMAN'S CORNER continued on page 4)

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## PRESIDENT'S COMMENTS

By Steve Weitekamp

Is it really only June? Seems like so much has transpired in what has been a very short period. Movers are continuing to serve their customers and communities, having been deemed an Essen-

tial Service, they have adapted to working in Personal Protective Equipment (PPE). (See photo montage in this issue.) Many of us have learned how to navigate video chat platforms to have virtual face-to-face engagement with coworkers and colleagues as well as family and friends. The United States Department of Defense has awarded the Global Household Goods Contract (GHC), changing the program from a broad group of bidders to a single entity. The decision was almost immediately protested by two of the finalists who were not successful in the initial award. The protest process filed with the Government Accountability Office (GAO) may extend until the end of summer.

Once the GAO comes to a decision, it may or may not be the end of the challenge. One or both protesting parties might elevate the claim to the US Court of Federal Claims, which could result in an expensive and protracted process.

The California Moving and Storage Association (CMSA) continues to be actively advocating for the benefit of our industry and their customers. Our efforts with our regulators have been well received, while our legislative efforts have been more challenging. Recently, AMSA has shared some advocacy software with us, allowing our messages to be shared more easily and broadly with legislators. Hopefully when you see our call to action you open the link. All that is required is for you to fill in your name, address and push send, the AI associated with the software identifies and emails CMSA's letter to your state assembly member and senator. If you did not take action on our recent request related to AB 1850 (AB 5 clean-up bill) please look through your emails, or call our office and we'll resend, and take action today.

*(PRESIDENT'S COMMENTS continued on page 5)*

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(CHAIRMAN'S CORNER continued from page 2)

They don't want to lead multiple tours of sales reps through their residence. They only want to see your face on their handheld device at the time of their choosing, including early mornings, evenings and weekends. Senior customers don't want sales reps spreading germs at their virus-free townhouses. Urban professionals don't want to be pressured into leaving work at 2pm for a 3pm in-home appointment. Millennials are thinking about themselves: Why cancel my Peloton class if the mover can virtually survey my apartment on Saturday morning, right after I fire up the Keurig, but while I'm still in my PJs?

Jake Moreno from Suddath in San Jose sees it this way: "From a residential perspective, the virtual survey is here to stay. I don't believe the in-home survey is completely eliminated, but from a simply and efficiency standpoint, let alone COVID-19, the virtual survey makes more sense."

Virtual surveys make sense for sales reps, too. If we can provide more estimates each week by reducing drive time and ex-

panding hours, sales and commissions will also increase. Expanding work hours to evenings and weekends also improves customer satisfaction. (Yes, CMSA, it turns out customers like us more if the sales process is at their convenience.) Reduced drive time on CA freeways provides more effective use of finite sales time. Sales reps might see their health improved. Like dropping tobacco, not constantly driving the stress filled 405 or 880 freeways could add at least six months to your life.

PPE will remain in our industry long after the pandemic subsides. This wasn't my initial impression back in April. The first time I saw a moving crew head to a residence wearing masks and gloves, my initial thought was: Yikes, these guys look a little scary; like they're dressed to knock-over a 7-Eleven. Later, after learning how pleased the customer had been with the same crew, my initial perception changed. The customer wasn't scared at all. In fact, they felt safe because the team was wearing protective gear. The customer's family didn't see would

(CHAIRMAN'S CORNER continued on page 5)



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(PRESIDENT'S COMMENTS from page 3)

On the preceding page, Chairman Chipman has done an excellent job of addressing the impact of the Pandemic on the moving industry. He speaks about how moving companies are currently impacted and what the future may hold. We have always been a service industry and those who remain successful will adapt to the needs and desires of our customers. In addition to the health issues and concerns related to COVID 19, we are entering a period of renewed social activism that has been painful for some and challenging for others. Social issues have been and will continue to be opportunities for conversation and hopefully understanding between people. Only with understanding

and care for our fellow man can we have lasting and effective change. Having been a mover in the field more than a few years ago, I had the chance to work with all different groups of people. My memories are of a meritocracy among movers, those who could do the work were respected and valued members of a team regardless of their race or creed. In challenging times, we need to be even more mindful of sharing kindness, as well as that spirit that brought many into, or at least kept us in this business. Movers are the kind of people who come into a challenging and frequently chaotic environment, tell people it is going to be ok and then keep their word!

(CHAIRMAN'S CORNER continued from page 4)

-be bandits; they saw a team of professionals.

CMSA members are adept at listening to their customers. If customers want licensed, uniformed crews moving their goods then that's what we are going to provide. The same is true for PPE. Olga Garcia from CG

Moving Company in South San Francisco agrees: "If the customers see that you are taking the necessary precautions to make sure your employees are safe and that the service is extra careful, they appreciate that."

While not all customers will expect PPE after the pandemic, many of them will. For

(CHAIRMAN'S CORNER continued on page 7)

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example, it's anticipated health care facilities, like hospitals, and retirement communities will continue to require vendors to provide PPE. Older residential customers will have similar expectations, as will customers with compromised immune systems. "If wearing masks and gloves can make the customers and employees feel safe, I think that an implementation can only help our industry," predicts Olga.

For some employees, working at the office will also be another casualty of Covid-19. During the 1980's you had to be at your desk by at least 8am, or else. That included management, operations, billing, and coordinators. Even sales reps reported to the office. Bob Menne from Crown Worldwide used to have in-person sales meetings first thing in the morning. "Five minutes early meant you were on time", according to former Crown Operations Manager Rick Carrión. Forty years ago, being at your office desk at a moving company was like voting for Reagan and cheering the downfall of the Soviets; you just did it.

That has all changed. CA movers (and pretty much all employers) have fewer employees in the office during the pandemic. Coordinators and billing specialists don't drive to work in Orange County; they commute two minutes in their bunny slippers to their second bedroom that moonlights as an office. They marshal scanned bills of lading and inventories on multiple screens, and take work calls on voice-over IP. By hitting the mute button, coordinators can deploy the same "Mom voice" used for scolding errant drivers, to instead dynamite their sleepy kids from bed to online classes.

There are some workers that will need to return to the office, but not all. Dan Lammers of Ace Relocation Systems, Atlas' biggest hauler, sees it this way, "There will be those who are still productive members of the team, that do not want to or cannot go to an office environment. While we are not used to managing those people who work strictly offsite, we will see a need for management to get up to speed."

What does your business model look like after the pandemic?

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## Four Stages of California Re-Opening

### Stage 1: Safety and preparedness

Continue to build out testing, contact tracing, PPE, and hospital surge capacity.  
Continue to make essential workplaces as safe as possible:

Physical and work flow adaptation

Essential workforce safety net

Make PPE more widely available

Individual behavior changes

Stay at home except for essential and permitted activities

Prepare sector-by-sector safety guidelines for expanded workforce.

### Stage 2: Lower-risk workplaces

Gradually opening some lower risk workplaces with adaptations at a pace designed to protect public health and safety, starting with:

- Retail
- Manufacturing
- Offices (when telework not possible)
- Outdoor Museums
- Limited Personal Services

Limit time outside the home and travel only for permissible activities, such as healthcare, food, outdoor exercise and recreation (individuals and households only). Stage 1 and 2 work, and local shopping or other activities related to open sectors.

Some counties may move more quickly through stage 2, following guidelines laid out on the [county variance page](#).

Other counties may maintain more restrictive public health measures.

Monitor critical indicators and alter scope of reopening if necessary, to protect public health and safety.

### Stage 3: Higher-risk workplaces

Phase in higher-risk workplaces at a pace designed to protect public health and safety, beginning with limited personal care and recreational venues (with workplace modifications).

Travel for permissible activities, such as healthcare, food, stages 1-3 work, and local or activities shopping related to open sectors.

Monitor critical indicators and alter scope of reopening if necessary, to protect public health and safety.

### Stage 4: End of stay at home order

Gradually open larger gathering venues at a pace consistent with public health and safety, such as nightclubs, concert venues, and live audience sports.

Gradually resume remaining activities and travel.



# 2020 CMSA College Scholarship Recipients

Special thanks goes to all the CMSA Chapters that hosted fundraisers to keep the Scholarship Fund going through their generous donations. These are the students who were granted this year's scholarships.



Dejanira  
Arrunategui



Eli Baloun



Riley Bloom



Nina  
Cardinale



Brandon  
Chuang



Samantha  
Denehy



Hayden  
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Kaiden  
Doody



Emma  
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Cassidy  
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Fuller



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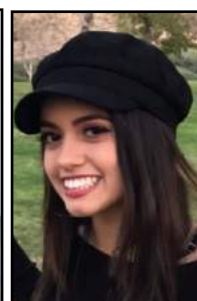
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**2020** MOVING EQUIPMENT  
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# MEMORIAL BULLETIN

## Stephen Glaab 1965–2020



Stephen Glaab was born October 5, 1965, in Morristown, NJ. His family arrived in Southern California in the late 1960s. He graduated from Chatsworth High School where he played on the varsity volleyball team. He went on to Pierce College, where he majored in Business.

He followed his father, George Glaab, into the moving and storage business in the mid '80s where he helped manage Diversified Moving and Storage. It was there he met his beautiful wife, Cindy, and started a family. Stephen moved on to Beverly Hills

Transfer & Storage and since 1995 specialized in national account sales, becoming sales manager handling office and industrial moves. He knew the relocations business inside and out and was an incredibly successful salesman.

Stephen loved his family and friends with all his heart and enjoyed spending time with them snow skiing, fishing, playing volleyball, attending sporting events and concerts, listening to music, camping, and watching the sunset at the beach. He was full of adventure and enjoyed living life to the fullest. His great sense of humor, quick wit, and intellect are a few of his unique qualities that allowed him to brighten up the world. Because of his true caring nature and generosity, he did not hesitate to offer help whenever he was asked. He was someone you could always count on to be there for you. He worked hard to provide for his family. He was a devoted husband, an extraordinarily nurturing and loving father, putting his family's needs before his own.

Stephen passed away quietly at home June 1, 2020. He is survived by his wife Cindy, son Alex, daughter Katie, mother Karin, sisters Sheila, Helen, Barbara, Colleen, brothers Hank and Chris.

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# Get To Know The New Rule

## Hours of Service Final Rule

The Federal Motor Carrier Safety Administration's top priority is safety on America's roadways. That's why the Agency is updating hours of service regulations to improve safety and increase flexibility for the nation's commercial vehicle drivers.

HOS Provision	Past HOS Rule	New HOS Rule	Impacts
<b>CMV Short-Haul Exemption</b>	Drivers using the short-haul exception may not be on-duty more than 12 hours and may not drive beyond a 100 air-mile radius.	Extends the maximum duty period allowed under the short-haul exception to 14 hours and to 150 air miles.	Improves safety and flexibility by increasing the number of drivers able to take advantage of the short-haul exception.
<b>Adverse Driving Conditions</b>	A driver may drive for not more than 2 additional hours beyond the maximum time allowed. However, this does not currently extend the maximum "driving window."	Allows a driver to extend the maximum "driving window" by up to 2 hours during adverse driving conditions.	Improves safety and flexibility by allowing drivers time to park and wait out the adverse condition or to drive slowly through it—which has the potential to decrease crash risk.
<b>30 Minute Break</b>	If more than 8 consecutive hours have passed since the last off-duty (or sleeper berth) period of at least half an hour, a driver must take an off-duty break of at least 30 minutes before driving.	Requires a 30-minute break after 8 hours of driving time (instead of on-duty time) and allows on-duty/not driving periods to qualify as breaks.	Improves safety and flexibility for drivers by increasing on-duty/non-driving time by up to 30 minutes—allowing drivers to reach their destination easier.
<b>Split-Sleeper Berth</b>	A driver can use the sleeper berth for an 8/2 split—8 hours of rest that does not count against the 14-hour limit, and 2 hours of rest that does count against the 14-hour driving window.	Modifies the sleeper-berth exception to allow drivers to split their required 10 hours off duty into two periods: an 8/2 split, and a 7/3 split—with neither period counting against the driver's 14-hour driving window.	Improves safety and flexibility for drivers by potentially increasing the use of sleeper berths because drivers using a berth have additional hours to complete 11 hours of driving.

The new rule would not increase driving time and would continue to prevent CMV operators from driving for more than 8 consecutive hours without at least a 30-minute change in duty status.

**Learn More at [WWW.FMCSA.DOT.GOV](http://WWW.FMCSA.DOT.GOV)**

## #TBT with DCA: Bureau of Household Goods and Services

### *Tragedy turns into safety for Californians' commonly used household items*

You may have heard of the Great San Francisco Earthquake of April 18, 1906, which ranks as one of the most devastating

earthquakes of all time. But the massive fires that followed in its wake are what truly laid waste to the City by the Bay: at the time a bustling city of 400,000 people.

According to the [U.S. Geological Survey](#), the more than three days of conflagration resulted in:

- 3,000 deaths—the greatest loss of life in California history.
- 28,000 destroyed buildings.
- Monetary losses totaling more than \$400 million in 1906 dollars (approximately \$11 billion in 2020 dollars, adjusted for inflation).



*Mattress-fueled fires followed the 1906 San Francisco earthquake, leading to California's call for safer household products.*

- Homelessness for more than half of the city's residents.

### **AN EVERYDAY DANGER**

While the fire originally was started by ruptured gas mains, a major culprit that helped fuel and fan flames across the city

was a simple household staple: mattresses. In 1906, mattresses were made of extremely flammable materials like cotton, straw, horsehair, and feathers, and manufacturers were not required to disclose the materials used. So to promote safety in the mattress industry

following the San Francisco tragedy, the California Bureau of Home Furnishings and Thermal Insulation (HFTI) was established in 1911 as part of the Bureau of Labor Statistics.

HFTI's jurisdiction eventually was ex-

(#TBT continued on page 15)

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panded to include more home furnishing products. To ensure the safety of these products, HFTI's licensing population grew to include retailers, wholesalers, and importers. Licensing all who participate in the distribution chain enabled HFTI to trace the origin of a product to the source when products were deemed dangerous and to have a mechanism to remove unsafe products from the market.

### **MORE THAN A CENTURY OF SAFETY**

The just-renamed, reorganized, and expanded Department of Consumer Affairs' Bureau of Household Goods and Services (BHGS) now also oversees the safety and licensure of numerous additional products and services including custom upholsters, sanitizers, manufacturers of thermal insula-

tion, electronic and home appliance products and repairs, service contracts, and

household movers, plus tests for flammability, sanitation, and labeling. For more than a century, the work of BHGS and its predecessors has provided Californians safer homes and peace of mind, day or night.

"Through licensing and enforcement, I'm proud to say the industry is thriving, with the safety of the consumer remaining to be our primary focus," said BHGS Bureau Chief Nicholas Oliver.



***BHGS Regulatory Panel at 2019 CMSA Convention. (L-R) Alda Aguirre, Jacqueline Castro, Rita Wong, CMSA President Steve Weitekamp, Yeaphana La Marr, Nicholas Oliver.***

### **LEARN ABOUT TODAY'S BHGS**

To find out more about BHGS' vital mission and duties, visit [bhgs.dca.ca.gov](http://bhgs.dca.ca.gov); to check licenses of household goods or services providers or other licensed California professionals, visit [search.dca.ca.gov](http://search.dca.ca.gov).



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# CMSA Members Protecting Customers, Co-Workers, and the Community During the Pandemic



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## Association Leaderboard Report

Association		Enrolled Movers	Association	Total Lbs.
1	California (CMSA)	74	1 Illinois (IMAWA)	1,892,190
2	Southwest Movers (SMA)	52	2 Southwest Movers (SMA)	1,359,566
3	Illinois (IMAWA)	40	3 Pennsylvania (PMSA)	1,354,519
<b>CMSA Report Food Collected and Delivered</b>			4 California (CMSA)	1,339,896
			5 Florida (FMWA)	1,072,429
Monthly	Year to Date	All Time	<b>Top Agents of the Month</b>	
17,035 lbs.	97,016 lbs.	1,306,926 lbs.	1. Ace Relocation Systems—Los Angeles 2. Worldwide Moving & Storage	
14,195 meals	7,513 meals	1,164,105 meals		

### CALENDAR OF EVENTS

DUE TO THE CALIFORNIA SHELTER IN PLACE ORDER, ALL EVENTS ARE POSTPONED UNTIL FURTHER NOTICE. FOR THE MOST UP-TO-DATE INFORMATION, PLEASE CHECK THE CMSA CALENDAR OF EVENTS.

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# Sacramento Chapter Wins CMSA Chapter of the Year!

*By Chapter President Dustin Sandoval...*

I would like to thank the CMSA for awarding Sacramento with Chapter of the Year. I'm writing this with a tear in my eye reflecting on how this was supposed to be said in Hawaii. One thing for certain is that Covid-19 has affected all of us dramatically. Many of us were excited for the annual convention and ceremonies that take place. I'd like to thank Steve Weitekamp, Renee Hifumi, Gale Iwashita, and everyone else in the CMSA office for their incredible dedication and tedious scheduling. Their efforts and support during the year make planning Chapter events so much easier. For the last few years, the Sacramento Chapter has been striving to not only compete with other chapters by raising philanthropic funds, but by growing participa-



*Sacramento Chapter President Dustin Sandoval of C.D.K. Relocation Services.*

tion and attendance of Movers in Chapter events. It is nearly impossible to run a successful CMSA event without the support of generous sponsors. We have several staple benefactors that make it feasible to host ambitious events every year. The Sacramento Chapter would like to vehemently thank Ken Jordan, Dustin Ulmer, and Ricky Greene (J & S Paper), Andy Smith & Mitch Snelson (CDS Moving Equipment), John Kay (Victory Packaging), Matt Hastings (New Haven Moving Equipment), Jake Leonard (Full Draw Insurance Services), Casey Myers (Champion Risk), and Richard Bianchi (Enterprise Truck rentals). A special thanks to our Chapter's Vice President Drew Filer (Mee's Moving & Storage) and our Treasurer Chris Sandoval (C.D.K. Relocation Services).



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