

The CMSA 103rd Annual Convention is Going Virtual

As you are most likely aware, we have canceled the CMSA 103rd Annual (In-Person) Convention due to logistical issues related to COVID-19. However, we are excited to be taking the convention virtual this year!

Instead of having the convention over several consecutive days like an in-person convention, we are conducting Zoom meeting sessions from 10:00 a.m. to 12:30 p.m. (PST) over five consecutive Tuesdays (4/6, 4/13, 4/20, 4/27, & 5/4). The meetings are being pared down to give attendees the ability to receive important industry information while still taking into consideration their day-to-day responsibilities at the office.

Sessions will include: Chairman and President Reports, Scholarship recognition and CMSA Charities presentations, a Legislative Review with CMSA Lobbyist Shaw / Yoder / Antwih / Schmelzer & Lange, Inc., a presentation from industry regulators the

Bureau of Household Goods and Services (BHGS), Van Line & Military Affairs Panel Discussions, presentations by ATA MSC and IAM, and much more!

We are finalizing a valuable program and have the support, as always, of CMSA associate members who serve as much needed and appreciated partners for our events. Please see a list of partners, on the event logo page below, and as always support the companies that support your organization!

The only thing missing is you. Please take a moment right now and register yourself and any members of your team that will benefit from our virtual presentations. The registration cost for this information-packed, five-session convention is just \$100!

Visit CMSA's Virtual Convention web page and register now! Click on the link below: <http://bit.ly/CMSAVirtualConventionRegistration>



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CHAIRMAN'S CORNER

by John Chipman, Jr.

It's been 12 long months since California began to shut down due to Covid-19. What have Movers learned? On the one hand, we know the loss of life has been a calamity not seen since the Spanish Influenza outbreak over 100 years ago. The business challenges have been grim and humbling. On the other hand, are there any pandemic developments that, perhaps, have made our industry stronger? *The Communicator* asked several van line leaders for their take on whether any "silver linings" had emerged amidst the misery. Here's what they have to say.

Brian Risley, SVP of **SIRVA Worldwide** (parent of **Allied** and **northAmerican**), sees it this way: "The pandemic has very clearly revealed the critical nature of our work in the moving industry . . . this was not a surprise to our industry, but our uninterrupted operations where it was a very public validation of

the vital work of the men and women of Moving and Storage. And, this recognition is not limited to lawmakers and health officials. Our customers understand, too."

As the fight against the pandemic progresses, Brian believes that "one silver lining of this challenging time is that the good and hardworking people of this industry will find more personal fulfillment in their work because of its clear importance, and continue to garner all due and overdue respect and appreciation—each and every day."

Atlas World Group Chairman & CEO **Jack Griffin** believes everything happens for a reason. Even during a pandemic. Atlas leadership in Evansville, IN made some very tough decisions to counter the pandemic's effects. And those timely decisions yielded an important silver lining: Atlas has become a "leaner and more efficient organization," according to Jack. This change enabled Atlas to not only be more productive, but also more profitable. More significantly, Jack says, Atlas is now "poised for significant growth and prosperity in the future."

Atlas also gained a greater appreciation

(CHAIRMAN'S CORNER continued on page 4)





PRESIDENT'S COMMENTS

By Steve Weitekamp

Chairman Chipman's column notes the passing of the one-year anniversary of the pandemic and rightfully focuses on positive takeaways from this past year. While we would never minimize or

downplay the hardship and even tragedy that many have faced, we do look forward to a brighter day. Among the changes we have seen this year has been the positive broad adaptation of new technology. Of specific impact to our industry is the use of virtual platforms to perform functions from staff meetings, estimating and sales, and many other forms of engagement. Movers large and small are seeing the benefit of utilization of these tools.

Even the youngest CMSA members remember a time when the thought of a picture phone was just a futuristic dream. We may have even laughed at the thought of catching someone answering their phone in

their pajamas, funny that in contemporary society many now feel completely comfortable wearing pajamas even to places like the grocery store. Many of us have daily events that we conduct on Zoom and even those who fight the change are being dragged down the road if for nothing more than periodic virtual family gatherings. This reminds me of past technological advances that many resisted; pagers, fax machines, car phones, computers, email, and cell phones. At each step in the progression of everyday technology, there were those of us that pushed back. Today it is the virtual platform, most commonly represented by Zoom. CMSA has conducted, chapter meetings, seminars, legislative meetings, even a memorial and a cocktail reception. Next month, thanks to the support of our Convention Partners (listed on our registration form), our leadership, and our presenters, we will conduct a virtual convention. We, like you, look forward to the day when we can once again physically gather with friends and colleagues. In the meantime, there is still work to do and a virtual platform will have to

(PRESIDENT'S COMMENTS continued on page 5)

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(CHAIRMAN'S CORNER continued from page 2)

for the role that technology plays in our industry. As Jack sees it, Atlas' pre-Covid investment in technology: "was essential in our ability to serve our customers during these difficult times and is 100% necessary in order to evolve as our modern-day customers evolve. Jack is an optimist: "We are excited about what the new normal will bring and look to enhancing our service offerings to match the ever-changing needs of our customers."

Mayflower and **United** agents also received a high-tech silver lining -- virtual survey/sales technology. According to **Marc Rogers**, CEO & President of **The UniGroup Companies**: "When COVID hit, we were able to continue booking business safely while meeting local protocols and protecting agents, employees and customers. Now, we see even higher participation in those using virtual surveys, which continues to offer greater flexibility and benefits both to the agent and customers."

The pandemic placed movers and customers under even more emotional stress--

which is really saying something for an industry accustomed to safeguarding cherished possessions, like family photos and heirlooms. As Marc puts it: "we emphasized the importance of empathy, especially with our frontline workers, operations and sales teams. Special care was needed in so many instances to guide customers through an even more emotional experience, which led to higher customer satisfaction scores overall."

Covid-19 has also sparked movers to look for new business. "Some of our agents had strong financial years," according to Marc, UniGroup agents "... pivoted resources to areas with growth opportunities, which proved to be beneficial when National Account business was down and military shipments were paused."

What about our relationship with the physical office place during the pandemic? Colleagues in supporting roles, like sales, billing and customer service, learned working from home didn't jeopardize performance. But, did it help? **National Van Lines**

(CHAIRMAN'S CORNER continued on page 6)



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(PRESIDENT'S COMMENTS from page 3)

serve our needs.

One of the more challenging virtual events in the last few months was participating in a four-hour California Air Resources Board “workshop.” Really just watching the Advanced Clean Fleets Workshop PowerPoint presentation being read and throwing a question into the chat box. It is definitely one of the least enviable tasks of someone who makes every effort to stay up to date on a broad array of issues that impact our industry. As mentioned in previous issues of the Communicator, we continue to advocate for our industry on CARB’s actions related to Governor Newsom’s executive order N-79-20. Abbreviated it says:

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Executive Order N-79-20

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Executive Order N-79-20: <https://www.gov.ca.gov/wp-content/uploads/2020/09/9.23.20-EO-N-79-20-text.pdf>

9

goal of the State that 100 percent of medium- and heavy-duty vehicles in the State be zero-emission by 2045 for all operations where feasible and by 2035 for drayage trucks. It shall be further a goal of the State to transition to 100 percent zero-emission off-road vehicles and equipment by 2035 where feasible.

We look forward to seeing you at the CMSA 103rd Annual Convention, presented in a Zoom format for 2021.

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(CHAIRMAN'S CORNER continued from page 4)

Chairman & CEO **Tim Helenthal** thinks so: "We're able to successfully operate the business in a work-from-home environment so we now have flexibility to close the building when we have really bad winter weather."

Did National and its agents get better at selling during the pandemic? "We've also had to rearrange some of our sales processes and that has provided us with the ability to really close more business", says Tim. "Fortunately, we still see plenty of con-

sumers looking to move." On a personal note, Tim doesn't miss pre-Covid business travel. "I regularly do anywhere between 60 and 90 hotel nights per year. Being home has helped me re-establish much better daily habits – I'm exercising more regularly, eating better, and getting a better night sleep. And it's been really nice to have that extra time with my wife and my kids."

Have you noted any "silver linings" during the past year? I'd love to hear about it.

Please email me at jchipmanjr@chipmanrelo.com.

MAX 4 Tariff Paperwork Workshop Draws Large Attendance

CMSA held a MAX 4 Tariff Paperwork Workshop via Zoom on Wednesday, March 3, 2021. The workshop was a great success with attendance that surpassed our expectations. Attendance had originally been set for 50 attendees, but with such a high demand,



CMSA decided to increase availability. CMSA President Steve Weitekamp's presentation was well received and members were happy to get all of their most challenging MAX 4 Tariff and paperwork questions answered.



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California's Future of Work Commission Issues Final Report Calling for New Social Compact

*Challenges further exacerbated and brought to light by the COVID-19 crisis
Report details five priority recommendations for California*

Sacramento, CA – California's Future of Work Commission, a diverse cross-section of prominent leaders from technology, labor, business, education and other sectors, today presented its [final report](#) to Governor Gavin Newsom. Tasked with making recommendations to help the state create inclusive, long-term economic growth – and address the inequities further exposed by the COVID-19 pandemic and ensuing recession – the Commission called for the creation of a new Social Compact for work and workers in California by 2030.

"The Commission has worked intensively over the last 18 months to assess the challenges related to the present and future of work in California, identify areas of focus, and develop recommendations for action," said Commission co-chairs Mary Kay Henry and James Manyika. "At the same time, the challenges we all faced in 2020 both fast-tracked the trends shaping the future of work and shifted predictions to current reality. California stands as the state that creates and safeguards the future. We need renewed commitment and action from all stakeholders coming together if we are to do both for work and workers in California."

Prior to the COVID-19 pandemic, jobs in major industries and occupations were expected to face displacement by 2030, due to automation, sectoral shifts in the economy, and other trends. In anticipation of these coming changes, Gov. Newsom [signed an executive order](#) creating the Commission on May 1, 2019. The order states, "The Future of Work Commission's primary mission shall be to study, understand, analyze, and make



recommendations regarding the kinds of jobs Californians could have in the decades to come; the impact of technology on work, workers, employers, jobs and society; methods of promoting better job quality, wages, and working conditions through technology; modernizing worker safety net protections; and the best way to preserve good jobs, ready the workforce for the jobs of the future through lifelong learning, and ensure shared prosperity for all."

"I want to thank the Commission for their tireless work, particularly as COVID-19 and the pandemic-induced recession shifted the landscape under their feet," said Governor Newsom. "Events of the past year have amplified and accelerated existing trends, including the inequality of wages, income and wealth. This report sets forth both findings

(FUTURE OF WORK continued on page 9)

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(FUTURE OF WORK continued from page 7)

and recommendations that will help us address these challenges.”

The Newsom Administration is already investing in many of the recommended solutions outlined in the report, including growing clean tech jobs, increasing undergraduate degrees in entrepreneurship, raising wages and connecting workforce training and apprenticeships to growing industries and the jobs of the future.

Governor Newsom added: “California’s diverse and immutable assets – unparalleled innovation, the diversity of our people, our world-class higher-education system, our small business and a history of leadership and strong protection for workers and the climate – can be leveraged to make the

state a place where workers thrive. But we’ll need all of our stakeholders to engage. By working together, California can model a new Social Compact for work and workers that can set a trajectory for the nation.”



To this end, the Commission lists five key recommendations, each with bold “moonshot” goals over the next 10 years, in the new Social Compact, which includes:

- **Ensure there are jobs for everyone who wants to work:** Facing

high levels of unemployment and underemployment amidst the COVID-19 pandemic, and for those people and regions that never fully recovered from the last recession, job creation, job readiness,

(FUTURE OF WORK continued on page 12)

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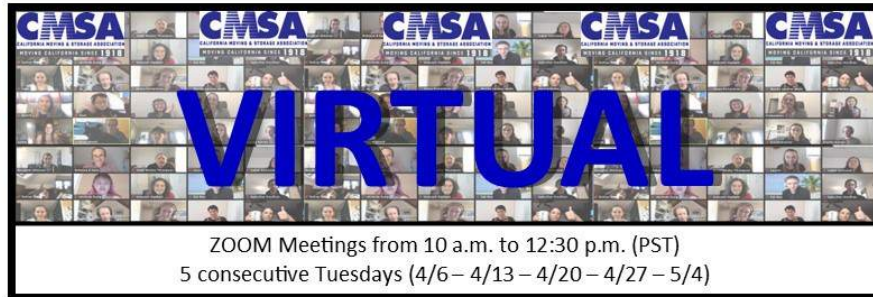


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REGISTRATION:

Sessions will include: Chairman and President reports, Scholarship and CMSA Charities presentations, Legislative review with CMSA Lobbyist Shaw / Yoder / Antwih / Schmelzer & Lange, Inc., a presentation from the Bureau of Household Goods and Services, Van Line Panel, Military Affairs Panel, Presentations by ATA MSC and IAM, and other presentations. The sessions will be held over FIVE (5) consecutive Tuesdays (4/6 - 4/13 - 4/20 - 4/27 - 5/4) on ZOOM between 10am - 12:30pm (PST) - at a cost of \$100 per participant.

CMSA MEMBER/GUEST\$100.00

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Enclose registration fees with this form. Make checks payable to **CMSA** and mail to: CMSA, 10900 E. 183rd St., Ste 300, Cerritos, CA 90703. Credit card registrations may be faxed to (562) 865-2944. Call the CMSA office at (562) 865-2900 for any questions.

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CANCELLATIONS: Cancellations made before **March 31, 2021** will be subject to administrative fees plus any incurred costs (not to exceed 50% of total fees paid). After **March 31, 2021**, we will be unable to make refunds. Substitutions will be accepted, but we need to know one week in advance.



and job access will be critical to California over the coming years.

- **Eliminate working poverty:** Nearly 45 percent of the approximately 7 million Californians in poverty reported living in a family with at least one family member working full time. These workers earn wages below the eligibility thresholds of essential safety net programs, and they rely on these programs to make ends meet. Working poverty is highest in the service sector and in work-enabling sectors like care work.
- **Creating a 21st century worker benefits model and safety net:** Social safety nets must adapt to meet the needs of the labor market today and in the future, given modern challenges such as increasing income volatility, expanding and evolving forms of work and work arrangements, aging populations, a growing number of working parents, and workforce disruptions caused by automation, public health crises, and other challenges.
- **Raising the standard and share of quality jobs:** Currently, less than half of California workers report being in a quality job. Even though overall employment was strong prior to the COVID-19 pandemic, workers faced a labor market paradox: declining unemployment rates coupled with weak wage growth, resulting in a crisis of declining job quality.
- **Future-proofing California with jobs and skills to prepare for technology, climate, and other shocks:** With ongoing economic and technological transformations, as well as future unanticipated shocks, California workers must be supported in accessing future and quality jobs, in changing occupations, and in



building new skills to be resilient through the future.

It will take the ingenuity, commitment, and involvement of all stakeholders in California in order to achieve the five bold goals proposed

by the Commission. The Commission has proposed an initial set of ideas towards achieving these goals but invites all stakeholders to add and build on these – it will take everyone.

On March 3, Commission co-chairs, Mary Kay Henry and James Manyika, and California's Labor Secretary, Julie A. Su will present the Commission's findings during the Aspen Institute's Opportunity in America, an event series hosted by the Economic Opportunities Program. The discussion is entitled, "California's Plans for the Future

of Work, Workers, and a Renewed Social Compact." To learn more, [click here](#).



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Fraudulent Movers Are a Major Threat to the Industry

Editor's Note - While the contents of this article does not constitute new information for CMSA members we thought it was worth sharing with you and hopefully the moving public. The fact that it was published in Transportation Topics, one of the most broadly distributed news sources in the Transportation industry is very good news.

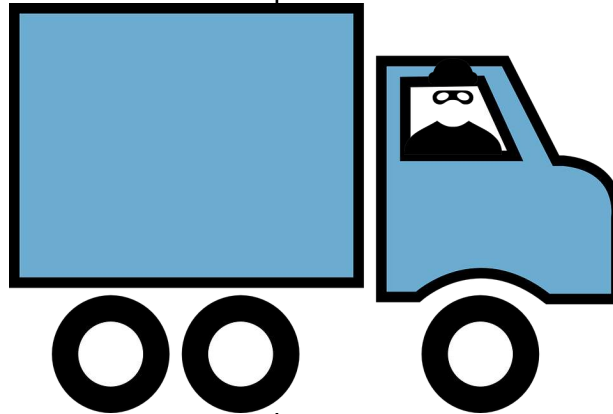
The hardworking men and women in the household goods moving profession call their fraudulent counterparts "rogue operators."

The rogue moving operators set up fake websites to lure customers and offer them cheap moving rates. Then before the moving van gets to its destination the scammers threaten to hold customers' household goods hostage, unless

the customer agrees to pay an additional charge, sometimes as much as several thousand dollars.

"Rogue operators are the largest threat to the legitimate household goods industry and one of our top issues that we are working on with the Federal Motor Carrier Safety Administration and Capitol Hill," said Katie McMichael, director of American Trucking Associations' 1,400-member Moving and Storage Conference.

"Through deceptive practices, these illegal entities force consumers into positions and extort large sums of money to be reunited with their belongings. The moving community strongly condemns these bad actors



(FRAUDULENT MOVERS continued on page 14)

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(FRAUDULENT MOVERS continued from page 13)

and we are working to address this growing problem.”

Although such scams are not unusual, the scope of an illegal operation led by two Florida residents was among the largest in recent memory. In all, the moving company bandits ripped off 1,800 customers of an estimated \$3.5 million from 2013-2018, according to a statement by the U.S. Department of Transportation's Office of the Inspector General. Federal authorities also said the rogue operators charged customers for moving more cubic feet of household goods than they actually loaded and did not deliver some household goods.

Late last month, the IG said two of the ringleaders of the scam, Andrey Shuklin and Seth Nezat, pleaded guilty to conspiring in a “racketeering enterprise” to defraud individuals throughout the United States. More than



a dozen other participants in the moving scams being investigated by the IG and FBI already have been charged or pleaded guilty to the scams.

The fraudsters operated at least 10 fraudulent moving companies over five years, according to a federal indictment issued by a federal grand jury in the Southern District of Ohio.

Many of those charged in the fraud used an array of assumed names, and even threatened to “injure another person who interfered with the moving enterprise’s purposes.”

At least two of the men who pleaded guilty were said to have “coordinated and directed lower-level employees, members and association of the affiliated companies.”

Under federal regulations, when a customer and motor carrier both agree in writing to charge for goods movement services prior to the start of any work, the estimate is called “binding.” Federal regulations prohibit

(FRAUDULENT MOVERS continued on page 15)

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Katie McMichael
Director of American Trucking Associations' Moving and Storage Conference

the interstate carrier from raising the agreed upon price of the move unless the two parties willingly renegotiate.

"The reason this has come to the forefront in recent years is because consumers use the internet for anything now,"

McMichael told Transport Topics.

McMichael said that the companies charged in the crime did a lot of business in New York, New Jersey and Florida.

But typically, when any of the sham companies became suspect, they would shut down their website and set up another website.

She added: "This cycle continues. You can see how long they will do this, and get away with it, because it's hard to catch them. There needs to be a lot of cooperation between federal, state and local author-

ities."

The problem grows worse when some of the defrauded customers call a legitimate

The reason this has come to the forefront in recent years is because consumers use the internet for anything now.

– Katie McMichael

mover whose name might have been used in a fraud, accusing the legitimate mover who may be unaware of the fraudulent transaction. In some cases, consumers just pay the extra charge and the scam never gets reported to law enforcement or regulatory authorities.

"To the legitimate moving industry, the impact is when people have a bad move, they sometimes will talk to news outlets," McMichael said. "It just puts a stain on the moving industry overall, because people don't know how to separate a rogue operator from a legitimate operator."



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DMV EXTENDS EXPIRING COMMERCIAL DRIVER'S LICENSES THROUGH MAY

Sacramento – The California Department of Motor Vehicles (DMV) is announcing a new round of extensions for commercial driver's licenses expiring through May 31, 2021. This extension will allow commercial drivers to focus on delivering essential products and supplies during the COVID-19 emergency.

Following updated guidance from the Federal Motor Carrier Safety Administration, the DMV is extending all commercial driver's licenses, learner's permits and endorsements that expire between March 2020 and May 31, 2021. A previous extension had been set to expire at the end of February. The DMV has alerted California law enforcement of the new extensions.

While the extensions are automatic, eligible commercial drivers will not receive a new card or an extension in the mail.

Also in line with federal guidance, commercial drivers whose medical certification expires between December 1, 2020 and May 31, 2021, have an extension to May 31, 2021, to update the certificate. The DMV offers medical certification updates to be

submitted online.

In addition to extensions, the DMV continues to expand its online services for California's commercial drivers at [DMV.ca.gov](https://www.dmv.ca.gov) – including commercial driver's license renewals. Customers can also renew their motor carrier permit online – streamlining the process to shorten the time thousands of California businesses must wait to receive their new permits, which are required for numerous transportation and commercial activities in the state.

While DMV offices remain open to serve the public, the DMV continues to encourage all customers to use its online services, expanded virtual services and other service channels to complete transactions, including eligible driver's license and vehicle registration renewals. Nearly all Californians can now renew their driver's license online – even if the renewal notice states an office visit is required. Customers can use the Service Advisor on the DMV website to learn their options to complete DMV tasks.



Summary of California driver's license extensions

License type	Expiration month	Status
Commercial (all types, all ages)	March 2020-May 2021	Extended to May 31, 2021
Commercial medical certificates	December 2020-May 2021	
Noncommercial (all ages)	Beginning March 2020	Expanded eligibility to renew online or by mail for licenses expiring during the emergency
Learner's permits (noncommercial)	March 2020-May 2021	Extended six months or to a date 24 months from the date of application



Grateful Gatherings to Receive \$5,000 as 2021 CMSA Chairman's Choice Charity

CMSA Chairman John Chipman Jr. chose and the CMSA Board of Directors approved Grateful Gatherings as the 2021 Chairman's Choice Charity. The organization will receive a \$5,000 donation.

Grateful Gatherings helps families transition from homelessness or crisis to a new home in the Bay Area and help furnish it. They believe that families can thrive when they have a safe and comfortable home.

This organization collects specific items for specific families in the Bay Area a couple times a month.

Chipman Logistics & Relocations are corporate partners and have assisted the organization with moving household goods and other necessities.

Grateful Gatherings was founded in 2013 and are a 501(c)(3) nonprofit based in the San Francisco Bay Area. The organization ID is #47-1169913. To donate, visit <https://gratefulgatherings.org/>.

See highlights from its 2020 Impact Report below.



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2020 Hino 338 26ft x 108"H x 102"W Box Van, air brakes, air horn, 260hp diesel, Allison 2500 auto, ac, cd player, power windows and locks, heated remote mirrors, high cube extra wide body, 42" x 90"H curb side door, 3 rows E Track, wood slats, steel kick plate, threshold plate, Walco 2500 cap 60" x 84" Aluminum platform tuk away liftgate with cart stops, 16ft aluminum walk ramp, GVWR 33,000, H1314

Truck can be de-rated to 25,950 GVWR

2020 Hino 268A 26ft x 102"H x 102"W Box Van, diesel, air brakes, air ride suspension, auto, ac, cd system, cruise, power windows, locks, and mirrors, air assist drivers seat, fiberglass body, 3 rows of E Track, steel kickplate, threshold plate, translucent roof, 3000lbs cap 80"x59" aluminum tuk away liftgate, 25,950 GVWR, H1334



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Association Leaderboard Report

Association		Enrolled Movers	Association	Total Lbs.
1	California (CMSA)	83	1 Pennsylvania (PMSA)	2,435,520
2	Southwest Movers (SMA)	65	2 Illinois (IMAWA))	2,115,365
3	Illinois (IMAWA)	42	3 Southwest Movers (SMA)	1,436,165
CMSA Report Food Collected and Delivered			4 California (CMSA)	1,432,983
			5 North Carolina (NCMA)	1,369,480
			Ways to Get Involved	
Monthly	Year to Date	All Time	1. Host a food drive . 2. Spread awareness by sharing hunger facts . 3. Donate to Move For Hunger.	
0 lbs.	0 lbs.	1,432,983 lbs.		
0 meals	0 meals	1,194,153 meals		

CALENDAR OF EVENTS

Mar 1-19	Ventura/Santa Barbara Chapter See's Candy Fundraiser	Wed., Mar. 24	Northern Region Chapter Event
Wed., Mar. 3	MAX 4 Tariff Zoom Paperwork Review Workshop	<u>CMSA Virtual Convention</u>	
Thu., Mar. 11	San Diego Chapter Golf Tournament	Tue., April 6	(Session One)
		Tue., April 6	(Welcome Reception)
		Tue., April 13	(Session Two)
		Tue., April 20	(Session Three)
		Tue., April 27	(Session Four)
		Tue., May 4	(Session Five)

CLASSIFIED ADVERTISING

EMPLOYMENT OPPORTUNITY

Hemsted's Moving & Storage, Redding, CA is **HIRING Class A & B drivers, warehouse/operations, and general office positions.** Applicants must pass background check & drug/alcohol screening. Paid vacation, 401k, health ins. available. Submit resumes and inquiries to hemsteds@hemsteds.com. All discussions/applications will be conducted in the strictest confidence.

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.

Interested in placing a classified ad?

CHARGES: 1-5 Lines \$15; \$2 each add'l line. CMSA box number \$5.
 Special heading/setup is extra.
 Email: information@thecmsa.org to place your advertisement
 or call (562)865-2900.

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.

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.

HISTORICAL PHOTO



Former CMSA Chairman Jill Longo (front) and her father Joe Kroening (left) of Andy's Transfer & Storage on a Tijuana tour during a CMSA Convention in San Diego.



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