

Governor Newsom swears in Rohit Chopra as Secretary of the new California Business and Consumer Services Agency

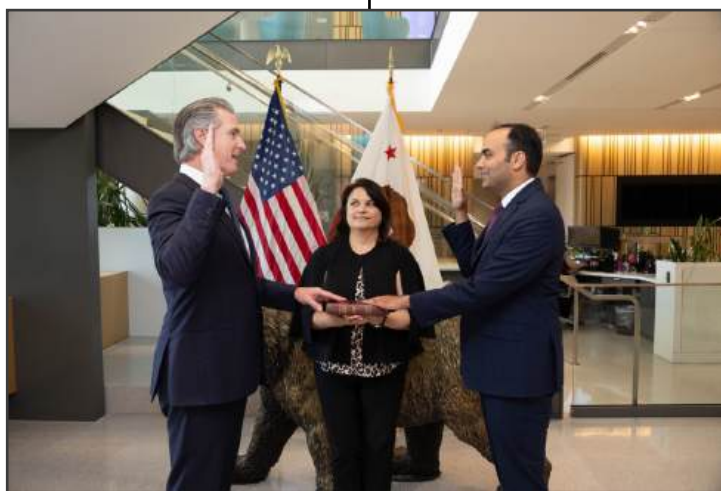
SACRAMENTO – Governor Gavin Newsom today announced the swearing in of Rohit Chopra as Secretary of the California Business and Consumer Services Agency, a newly established cabinet-level agency created to strengthen California's work to protect consumers, support entrepreneurs and small businesses, and promote a fair, competitive economy.

The new agency consolidates dozens of boards, bureaus, and departments (including the **Bureau of Household Goods and Services**) under one umbrella, improving coordination and enforcement across sectors that touch the daily lives of

Californians — from financial services and health care to real estate, retail, hospitality, agriculture, and higher education.

California is stepping up at a moment when too many people throughout the nation are facing rising costs, hidden fees, and growing uncertainty. I am proud to welcome Rohit Chopra, who has spent his career fighting for working families, protecting consumers,

and holding powerful interests accountable. Together, we will continue moving California forward by strengthening our commitment to affordability, fairness, and economic opportunity, making sure con-



Governor Newsom, Cabinet Secretary Nani Colorette, and newly sworn-in California Business and Consumer Services Agency Secretary Rohit Chopra

(GOVERNOR NEWSOM continued on page 14)



Don't miss next month's Communicator for even more convention photos and an additional recap of all the excitement.



CHAIRWOMAN'S CORNER

By: Griselda Gonzalez

I remember sitting in the Chicken Coop in Daly City, California. It was just another lunch date. My now-husband had some free time, so we stopped at the small

rotisserie restaurant for lunch.

As we sat in the back talking about our day, I looked toward the entrance and saw Mr. Paul Hogan, the president of the community bank where I worked, walk in with several other executives. We all stood in the same cafeteria-style serving line, ordered the same lunch, carried the same trays, and found seats just a few tables apart.

I was a bank teller making close to minimum wage. He was the bank's president.

That moment has stayed with me for decades.

I remember thinking, only in America.

In my home country of El Salvador, that

scene simply wouldn't have happened. It wasn't about whether I could afford the lunch. It was about access. Social and economic circles rarely overlapped that way. Yet here I was, sharing the same restaurant, the same menu, and the same ordinary Tuesday afternoon as the CEO of the bank.

It may seem like a small thing, but sometimes the simplest moments remind us of the opportunities we have without even realizing it.

Recently, I had another "only in America" moment. Only in America can you almost make a regulator cry.

During CMSA's Legislative Action Day in Sacramento, several members met with representatives from a state regulatory agency whose name happens to sound more like a food group than a regulator. We spoke openly about increasing diesel costs, rising insurance premiums, labor shortages, and the ever-growing list of regulations affecting our businesses.

Only in America do business owners have the opportunity to sit across the table from regulators, respectfully challenge their

(CHAIRWOMAN'S CORNER continued on page 4)

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PRESIDENT'S COMMENTS

By Steve Weitekamp

June began with a meeting of the National Council of Moving Associations in Niagara Falls, Ontario. Our group included association executives from state moving associations, the International Association of Movers (IAM), the American Trucking Association Moving and Storage Conference (ATA MSC), and the Canadian Association of Movers (CAM). The Council officers are Steve Weitekamp of CMSA, Chair; Tracy Denora of NJWMA, Vice Chair; and Nancy Irvine of CAM, Director. The Council, which has met informally for the past 57 years, gives association leaders a forum to share information on issues facing our industry and our members, while also exchanging best practices in association management. For those in attendance, it is an invaluable two-day meeting: a source of timely information and a safety net

of colleagues who have faced similar challenges before.

For many members, June thankfully looked more like a traditional peak-season month than we have seen in the last several years. It was not a return to the go-go years of the pandemic, but it was significantly better than the years marked by the GHC and rising home mortgage rates. For the first time in a couple of years, military movers seem to be leading the race, at least in terms of volume. In support of our members, we are very pleased that military leadership finally came to understand that the GHC was a failed experiment—one that damaged both military families and the loyal cadre of movers who had successfully supported the DP3 program, as well as the programs that preceded it, for many years and often across multiple generations.

The common practice of calling around to see how others are doing can frequently lead to less-than-reliable conclusions. First, those conversations almost invariably lack a baseline: Is the mover across town busy because business is up, or because they have

(PRESIDENT'S COMMENTS continued on page 7)

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(CHAIRWOMAN'S CORNER continued from page 2)

thinking, share their experiences, and know that their voices can influence future decisions.

No, not because anyone was disrespectful or confrontational. Quite the opposite. The conversation was honest, respectful, and candid. Business owners simply shared the reality of what it costs to operate in California and how the cumulative weight of regulations affects our ability to serve customers, employ people, and remain competitive. You could see that our lived experiences were landing differently than perhaps they had before. It wasn't about winning an argument; it was about making sure the people who write and enforce the rules understand how those decisions affect the people living with them every day.

That same opportunity exists beyond Sacramento. At a recent Personal Property Program (PPA) Industry Day meeting, CMSA President Steve Weitekamp exercised that same right. He raised concerns about a Department of Defense policy limiting warehouse approvals based on their

proximity to active railroad tracks. After reviewing Steve's comments, the PPA changed its position. Warehouses located 50 feet or more from active railroad tracks are now eligible for approval.

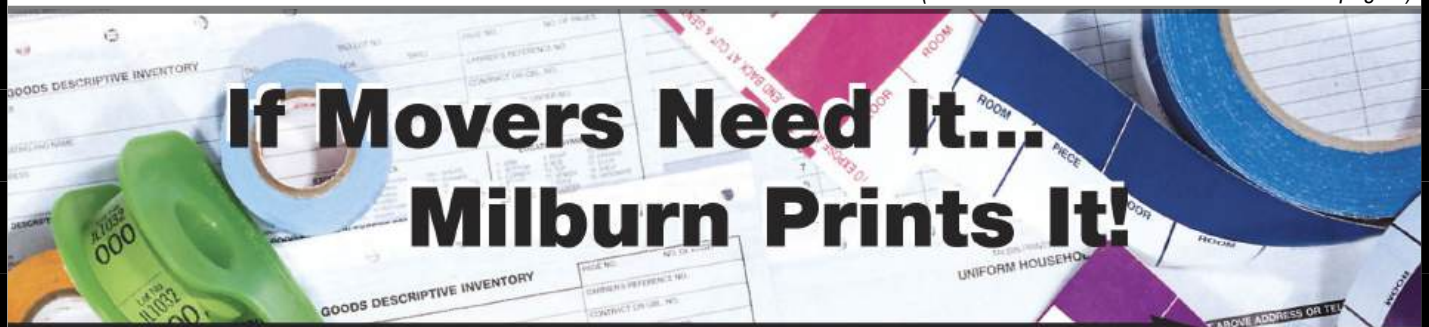
One conversation. One industry representative is willing to speak up. One policy improvement that benefits moving companies across the country. That is advocacy in action.

I know we are in the middle of peak summer season. Trucks are rolling, phones are ringing, crews are working long hours, and everyone is trying to keep up with demand.

So why am I asking you to become more engaged now? Because it is during the busiest moments that we feel the weight of regulation the most.

It's when you have to pull a truck out of your fleet for another compliance test. It's when another regulation increases your operating costs or creates one more administrative hurdle. Those moments remind us that the rules affecting our businesses don't

(CHAIRWOMAN'S CORNER continued on page 5)



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exist in a vacuum. They are written by people, and those people need to hear from the businesses they regulate.

Paying your association dues is important. Reading this newsletter is important. Displaying the CMSA logo on your website is great. But membership is more than a logo.

Attend a chapter meeting this fall. Join a committee. Participating in Legislative Action Day. Consider serving in chapter leadership when the opportunity arises. You don't have to become chapter president to make a difference. Simply showing up matters.

I've heard people say, "I don't get business from CMSA." I understand that perspective because I once thought the same thing.

Over time, I realized that associations are built on relationships before transactions. Sometimes those relationships lead directly to business. Other times, they lead to referrals, partnerships, mentorship, or simply a trusted colleague willing to answer

the phone when you need advice.

Not every member competes for the same work, and that's one of our greatest strengths. Whether you represent a van line, specialize in office moving, household goods, logistics, installation, or storage, we all bring different experiences that strengthen the association.

We often say we're fortunate to live and work in America. That freedom comes with more than opportunity. It comes with responsibility. The responsibility to participate. The responsibility to speak up. The responsibility to leave our industry better than we found it.

And one final "Only in America" thought. According to the National Park Service, the United States has **63 national parks**, preserving more than **84 million acres** of some of the most breathtaking landscapes on Earth. Like our businesses, these places didn't remain protected by accident. They exist because people chose to become involved, speak up, and leave something better for the next generation.

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reduced crew size or modified their pricing? As someone who once made those calls, I always understood that the person on the other end of the phone might be a glass-half-full optimist or a glass-half-empty pessimist. And, of course, some may believe that keeping you in the dark gives them a competitive advantage.

The month also included a celebration of life for John Lance, former Chairman and current board member from the Ventura/Santa Barbara chapter. John was a mover's mover and a man who always wanted to help. The celebration, planned by his wife, Bernie, was held on a beautiful day and included many memories of John shared by his children, NMS team members, former employees, CMSA chapter members, and movers from northern and southern California. The event ended with a toast to our good friend.

As we move further into the summer season, I remain grateful for the commitment,

perspective, and generosity that define this industry. Whether we are sharing information with colleagues, navigating changing business conditions, serving military families, or honoring those who helped build our community, we are reminded that our strength comes from staying connected and supporting one another. Thank you for all you continue to do for your teams, your customers, and CMSA.



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Congratulations to the 2026 Scholarship Recipients!



Isaac Baloun



Talon Camarillo



James Casey



Kathleen Casey



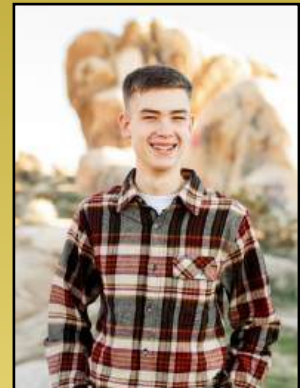
Mary Casey



Brett Dolman



Grace Doyel



Nathan Doyel



Eliana Imperial



Alex Iwashita



Natasha Johnson



Ortwin Kollarz



Logan Layton



Tatyanna Leonard



Fiamma Lesky



Vivianna Lesky

(Scholarship Recipients continued on page 9)

Congratulations to the 2026 Scholarship Recipients!



Kassie Lindeblad



Abigail Longo



William Maiorana



Makena Makekau



Diego Maldonado



Isabella Maldonado



Melissa Mar



Alexandria Martinez



Lucas Martinez



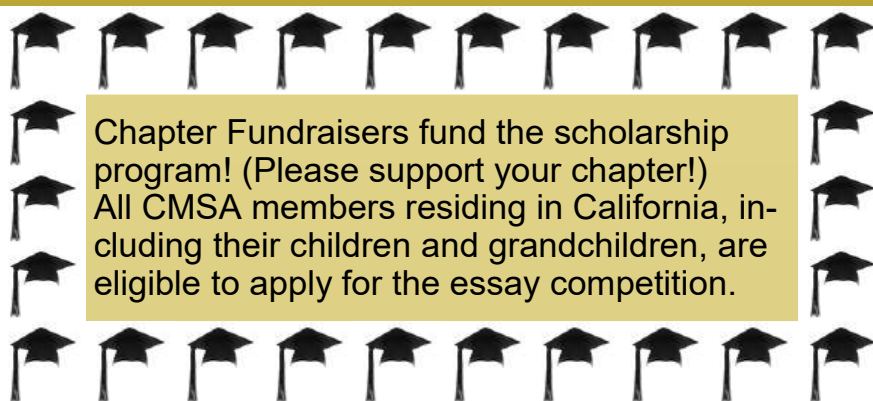
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Bob London



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Matt Robinson, Jay Casey,
Dennis Doody



Tad Alies, Ryan Marsh,
Taylor Wallace, Will Lawrence



Mike Marxer, Kevin Roberts,
Mark Lundgren, Robert Vasser



Don Arroyo, Alan Freese,
Dave Calhoun, Wyland LaFave



Billy Donlon, Scott Hyland,
Anthony Czerwinski, Gary Ward



Noah Chun, Bill Kissel,
Travis Nekota, Chris Tunoa

(CMSA CONVENTION GOLF TOURNAMENT continued on page 12)

2026 CMSA Convention Golf Tournament Held at Omni Rancho Las Palmas Golf Course Rancho Mirage, CA



Steve Dooley, Patrick Bolger,
Morrie Stevens, Ryan Helfand



Dave Baloun, Pat Fuller,
Kevin Boyer



Razan Haddad, Justin Umthum,
Cooper Longo, Pat Longo



Michael Wilson, Mark Wayland,
Mark Andersen



Justin Hart, Paul Gregory,
Mark Doyle



Ed Coelho, Jim Fellenz,
Kimmo Piironen, Jack MacKay



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Anthony D'Antonio



Dan Dempsey, Nick Lammers,
Billy Zullo, Daniel Lazo





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"I'm grateful for the opportunity to serve as the new agency's first secretary and advance efforts toward a fair, competitive, and entrepreneurial economy," **said California Business and Consumer Services Agency Secretary Rohit Chopra.** "California consumers and small businesses are paying the price for harmful and corrupt practices. The new agency will sharpen and accelerate work to promote economic growth and protect the public from abuses."

The new agency, which was established by Governor Newsom last year through a state government reorganization, brings together dozens of boards, bureaus, and departments charged with administering and enforcing laws that protect families and businesses, while also promoting a fair and dynamic economy for all Californians.

Secretary Chopra is nationally recognized for his leadership on consumer protection, market fairness, and financial oversight. He previously served as Director of the U.S. Consumer Financial Protection Bureau and as a Commissioner of the Federal Trade Commission, where he led efforts to combat junk fees, corporate misconduct, predatory practices, and anti-competitive behavior that harm consumers and small businesses.

Created through Governor Newsom's government reorganization effort last year, the Business and Consumer Services Agency brings together departments and entities responsible for administering and enforcing laws that protect consumers and businesses while promoting economic growth and accountability.

Through the launch of the new agency, Governor Newsom and Secretary Chopra are advancing ambitious objectives that will help create stronger affordability, oversight and opportunity for California families and businesses. In the coming year, the agency will announce new initiatives, enforcement activities and programs to:

- Protect consumers and help entrepre-

neurs and small businesses succeed

- Crack down on harmful, anticompetitive, and corrupt practices that harm families and honest businesses
- Work to ensure that new technologies benefit all Californians

Rohit Chopra: a national leader in consumer protection

Rohit Chopra is a nation-leading advocate for consumers, spearheading decades of work to address affordability, ensure fairness in the marketplace, strengthen banking and financial systems, and hold those who violate the law accountable.

Under President Biden, Chopra served as Director of the Consumer Financial Protection Bureau from 2021 to 2025, leading the CFPB's mission in overseeing mortgages, credit cards, student loans, and other consumer financial products. During Chopra's tenure, the CFPB recovered nearly \$10 billion in refunds and penalties from companies that broke the law. Among other efforts, Chopra spearheaded work to eliminate junk fees imposed on consumers and businesses and pursued modernization efforts to create a more open and competitive banking and payments system.

In 2017, Chopra was nominated by President Trump and subsequently confirmed by the Senate unanimously to serve as a Commissioner on the Federal Trade Commission, where he served until 2021. He helped hold violators of trade laws accountable, strengthened sanctions against bad actors, and helped create more robust antitrust enforcement.

Chopra earned a Master of Business Administration from the Wharton School at the University of Pennsylvania and a Bachelor of Arts from Harvard University. He was also the recipient of a Fulbright Fellowship to the Republic of Korea.

Source: GOVERNOR GAVIN NEWSOM NEWS

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Rules for Cell Phone Use at Work?

Factors for Employers to Consider

What can we do about employees always being on their cell phones?

Cell phones can take a major toll on productivity at work, but employees' personal cell phones are private property, so an employer does not have the right to take an employee's phone away from them — even if it's just for the day.

An argument can even be made that employees need their phones to communicate on urgent personal matters and respond to unexpected emergencies.

In addition, the National Labor Relations Board has taken the position that employees have the right to communicate via phone regarding working conditions or unsafe conditions.

A policy that bans all cell phone usage at work is overly broad, and it would be unwise to implement such a policy — particularly during rest breaks and meal periods.

Cell Phone Use Guidelines

This doesn't mean employers can't have any rules against cell phone use. For example, employers can limit cell phone use:

- When an employee is working with heavy equipment;
- When an employee is driving — unless the vehicle provides hands-free usage;

- During interaction with customers; and
- During meetings and conferences.

Employers also can set certain cell phone use guidelines, such as having

phones on vibrate, speaking quietly and quickly, and taking calls privately, if necessary.

Another idea is to have all supervisors follow the above rules. When employees observe their manager is on the phone continuously, they are inclined to

think they can do the same.

Enforcing Rules

Lastly, progressive discipline is one option to enforce these rules and guidelines. Typically, the policy starts with an oral warning and then progresses to a written warning, up to potential termination.

All these guidelines should be communicated to employees and written down, preferably in the employee handbook. Employees should review these policies and sign off on

them. Employers should be prepared to answer any questions employees may have to clarify the cell phone use policies.

Source: *CAL CHAMBER*



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CMSA Fall Board
Meeting

CMSA chapters post new dates for future chapter meetings and fund-raisers.

Stay up to date by reviewing the current CMSA meeting dates listed at the link below:

<https://thecmsa.org/events/>

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Association Leaderboard Report

CA Leaders for the Month

Total

1	Beltmann Relocation Group - LA/OC	4,476 lbs,
2	McCarthy Transfer & Storage	110 lbs.
3		

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