



MOVING FORWARD

President's Corner by Luke Shively

As I am sure all of you are aware, the SDDC wants to go to a single source provider. I hope they do. I also hope my associates and competitors in this industry will have the courage to just say no. I realize for a moving company whose business book is saturated with military tonnage, this may not be an option. For the vast majority of our membership though, I do not believe that is a concern.

For far too long we have accepted business from folks who skim way too much off of the top when we are taking on the lion's share of the actual work. If this happens, there will be no check on how much gets drawn out for the folks who merely allocate the business, administer it and process the payments.

Thus the reason I say just say no. I feel bad about this stance because when high level officials who do not understand the system they are lording over make bad decisions, it will be the members who will ultimately suffer until the ship gets righted. It is a lamentable side effect.

In my opinion, waving off on military tonnage that is not directly tendered to us, or the van line we are associated with, is a necessary evil for undoing a practice which has been harming us for a long time.



Executive Director's Notes by Jack McGrath

In his 1989 best seller, "THE SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE ", Steven Covey coined the term "ABUNDANT MENTALITY ".

Here are some ways to create an abundant mindset:

1. Become aware of your thoughts
2. Practice gratitude
3. Recognize the unlimited possibilities
4. Cultivate and share your passions and purpose
5. Watch what you say
6. Think like a learner
7. Focus on what is going right , not what is going wrong

Take a few minutes each week to explore the unique, endless possibilities within and outside of you. Remember that when you work on improving yourself, you're adding to your youth, vitality and the beauty of your mind and your life and what's left of it – live it in abundance.



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PennDOT - Statewide News

Correction: PennDOT Announces 2018 Statewide Highway Fatalities

Harrisburg, PA – The Pennsylvania Department of Transportation (PennDOT) today announced that in 2018, statewide traffic deaths increased to 1,190 from the record low of 1,137 in 2017. Last year was the third-lowest number of highway fatalities recorded and overall fatalities continue to trend downward.

"Even one life lost is one too many, and Pennsylvania is committed to moving towards zero deaths," PennDOT Secretary Leslie S. Richards said. "Our biggest priority continues to be safe travel regardless of the mode you use, and we continue to work with our partners to decrease fatalities through education and outreach."

While the overall number of highway deaths increased last year, decreases were noted in single vehicle run-off-the-road crashes, crashes involving motorcyclists, and heavy truck crashes. Fatalities in single vehicle run-off-the-road crashes dropped from 506 in 2017 to 478 in 2018. Motorcyclist fatalities also decreased from 185 in 2017 to 164 last year. There were 136 fatalities in 2018 crashes involving heavy trucks compared to 155 in 2017.

In addition to the year-to-year decline, longer-term trends also continue to decrease. For example, compared to 2014, there were five fewer total traffic deaths, **15** fewer deaths in crashes involving impaired drivers, and 56 fewer fatalities in single vehicle run-off-the-road crashes.

The following crash types saw fatality increases in 2018:

- Crashes involving drug- or alcohol-impaired drivers – **355** fatalities, up from 335 in 2017;
- Crashes involving pedestrians – 201 fatalities, up from 150 in 2017; and
- Crashes involving drivers aged 65-74 – 188 fatalities, up from 124 in 2017.

According to national data, over 90 percent of crashes are caused by driver behavior. For this reason, PennDOT focuses on data trends to drive enforcement and education improvements and invests \$18 million annually in federal grant funds statewide to support these behavioral safety programs.

In addition to behavioral safety, PennDOT focuses on infrastructure improvements to roadways in an effort to further reduce fatalities and serious injuries. More than \$470 million in Federal Highway Safety Improvement Program funds has been invested on 356 unique safety projects from 2014 to 2018. During that same timeframe, another \$50 million of state funds was invested in low-cost safety improvements at approximately 3,000 locations. Examples of low-cost safety countermeasures include centerline and edge-line rumble strips and signing and pavement markings.

For more information on reportable crash data, visit [PennDOT's Pennsylvania Crash Information Tool](http://www.penn.gov/crashinfo) (PCIT) website, www.crashinfo.penndot.gov or for additional information on the department's highway safety initiatives, visit [PennDOT.gov/safety](http://www.penn.gov/safety).

MEDIA CONTACT: Ashley Schoch or Jennifer Kuntch, 717-783-8800

Promotion of Partners:

Movers Supply House, <http://www.moversupply.com/>

Movers Search Group, <http://moverrecruiter.com/>

Relo Solutions Group, <http://relosolutionsgroup.com/>

United Brokerage Packaging, <http://www.ubpackaging.com/>

Victory Packaging, <https://www.victorypackaging.com/en/home>

“Virtually nothing is impossible in this world, if you just put your mind to it, and maintain a positive attitude.”

- Lou Holtz

THE MOST INCREDIBLE FREE MARKETING AND OPERATIONS TOOL

(I promise this is worth the read)

Let me tell you something—if Home Depot does it, you should, too. When I buy something (weekly) from Home Depot online, a few days later Home Depot emails me a customer evaluation form that asks me to judge the quality of my purchase. (TRUGREEN LAWN SERVICE sends me a survey, too, after each monthly chemical treatment of my lawn.) I liked this idea so much that I adapted it for my own moving company, Peachtree Movers, and called it the *Mover Audit Form*. While mine was specifically created for office moving, you could modify it for local residential moves, then use it to ensure that you’re providing the level of service your sales team promised. It’s also a unique marketing tool. Let me explain...

We required our supervisors to complete the audit form before departing the office buildings where they worked. Specifically, after they loaded their truck(s) and before they drove to the new building, the supervisor filled out the form. Likewise, he filled out another one at the end of the job before returning to our base.

The audit was a tool that ensured our crews followed our standard operating procedures during the move. Among the many questions the form asked were:

Were you courteous to other tenants?

Did you keep the bathrooms clean and inspect them before you departed?

Did you install extensive building protection including **Mat-A-Doors**® (<http://matadoors.net>) to protect the elevators and main entrance doors and **Polynite**® (<http://www.polynite.biz/>) to protect the carpet?

Did you ensure you did not block other vehicles in the parking lot?

If all we did was file the completed forms, supervisors probably would have routinely answered ‘yes’ to all the questions and gone their merry way. But that’s not what we did. We mailed their audits to the respective building managers, **and the supervisors knew it.**

Here’s where the smart marketing came into play. After every move, we stapled our sales manager’s business card to the completed audit and mailed it **without a cover letter** to the building managers. Most recipients were confused when they got the form for the first time, and it usually triggered a call to our company asking if we had mailed the form by mistake.

At that point, our sales manager always replied, “We hope it’s okay with you that we sent it. As

Certified Office Movers® by the International Office Moving Institute, we are required to act like guests in ‘your house’ so that we’ll be invited back. To prove that we don’t disrupt your building and minimize the risk of damage while we’re there, we’re required to complete the audit and copy you to verify that we ‘walked the walk.’ If you ever feel that we didn’t do all the things we said we did, please let us know so that we can take corrective action.”

If you were a building manager, especially one who didn’t like movers in general because they disrupted your tenants and tore up your building, how do you think you’d react to receiving an audit from our company every time we set foot in your building. Thanks to that form and follow-up, our movers always acted professionally inside the office buildings during our moves, and most building managers recommended our company to their tenants?

Do you realize how simple it would be to adopt this process? When asked, most people don’t like to evaluate their service providers unfavorably at the completion of the job while the crew is standing over them because it’s intimidating. People don’t generally complete emailed surveys, either. However, when building managers receive a completed favorable audit from the mover days later, they will respond—positively if it’s accurate. If it’s not, they’ll be inclined to contact the mover and complain about the service.

Never be afraid to ask for feedback from your customers. In my opinion, either way it’s a win-win for everyone—the building managers, your customer, and your company.



For more information on our online office moving training, please visit <http://www.officemoves.com/training/index.html> or call Ed Katz at 404.358.2172. Listen to our latest podcast, *GROWING YOUR MOVING COMPANY*, at <http://officemoves.com/>.

“If you look at what you have in life, you will always have more. If you look at what you don’t have in life, you will never have enough.”
-Oprah Winfrey

Member in the News

Jeff Horowitz, Bekins Transfer & Storage, Pottstown, PA

SALES STANDINGS May 2019



Top 35 Overall Sales Representatives: COD & National Account Sales in All Regions

1	Alex Arsenault Bekins Moving Solutions, Inc. Livermore, Calif.	#5903	19	Shawn Watson Bekins Moving Solutions, Inc. Phoenix, Ariz.	#5185
2	Russell Morris Bekins Moving Solutions, Inc. Woodbridge, Va.	#5998	20	Scott Kerr A and P Moving, Inc. Novato, Calif.	#5515
3	Max Killman ProRelo, Inc. Albuquerque, N.M.	#5536	21	Marlon McClary Maffucci Storage Corp. Amityville, N.Y.	#5130
4	John Maciejewski Bekins Moving Solutions, Inc. Livermore, Calif.	#5903	22	Kent Allen Bekins Northwest Spokane, Wash.	#5243
5	Tucker Briscoe Willis Permian Movers, Inc. Round Rock, Texas	#5432	23	Nick Ariano Boerman Moving & Storage, Inc. Woodridge, Ill.	#5592
6	Trevor Turvey Boerman Moving & Storage, Inc. Woodridge, Ill.	#5592	24	Mark Reindl Mid Cal Moving & Storage Company Stockton, Calif.	#5615
7	Bruce Rosene Boyer-Rosene Moving & Storage, Inc. Arlington Heights, Ill.	#5341	25	Thomas Kilduff SeaCure Moving, Inc. Manalapan, N.J.	#5668
8	Jim Diskin AMS Relocation, Inc. Burlingame, Calif.	#5344	26	Dean Quarino Boyer-Rosene Moving & Storage, Inc. Arlington Heights, Ill.	#5341
9	Jim Mazzuca Boyer-Rosene Moving & Storage, Inc. Arlington Heights, Ill.	#5341	27	Jeff Horowitz Bekins Transfer & Storage Pottstown, Pa.	#5917
10	Kirk Heiman Bekins Moving Solutions, Inc. Las Vegas, Nev.	#5345	28	Ron Burns Bekins Moving Solutions, Inc. Tucson, Ariz.	#5167
11	Chris Greene Bekins Moving Solutions, Inc. Chatsworth, Calif.	#5165	29	Richard Pryor Boerman Moving & Storage, Inc. Woodridge, Ill.	#5592
12	Michael Bondi Maffucci Storage Corp. Amityville, N.Y.	#5130	30	Beau Jess Bekins Northwest Kent, Wash.	#5247
13	Carlos Diaz Bekins Moving Solutions, Inc. El Cajon, Calif.	#5192	31	Dylan Sanders AMS Relocation, Inc. Burlingame, Calif.	#5344
14	Paul Catinella Bekins Moving Solutions, Inc. Phoenix, Ariz.	#5185	32	Bryan Simpson American Moving & Storage Broomfield, Colo.	#5135
15	Craig Drone Springfield Van & Storage Co. Springfield, Ill.	#5672	33	Luke O'Brien O'Brien's Moving & Storage Sparks, Nev.	#5143
16	Cameron Eversole AMS Relocation, Inc. Burlingame, Calif.	#5344	34	Paul Schwartz Maffucci Storage Corp. Amityville, N.Y.	#5130
17	Robert Borson Bekins Moving Solutions, Inc. Santa Fe Springs, Calif.	#5160	35	Val Hardwick AMS Relocation, Inc. Burlingame, Calif.	#5344
18	Vince Rennie Bekins Moving Solutions, Inc. Tucson, Ariz.	#5167			

Rankings are based on linehaul processed year-to-date: January 1 - May 31, 2019

Set Your Business GPS

Anne M. Obarski

I wonder if people will have a glove box full of wrinkled maps in the next few years. My guess is no. Maps have been upgraded to a “global positioning system” that we can carry in our pockets. My husband named our GPS “Suzy.” He loves the fact that no matter what wrong turns he takes, Suzy never loses her cool. Her favorite comment is always, “re-calculating route.” Suzy’s goal is to get you to your destination in a certain time frame. She’ll stay with you until she says, “Your destination is on the right (or left)”. I always thank “Suzy,” but she doesn’t seem to care. After all, that’s her job.

I think having a GPS for your moving business would be a great idea. I just developed the 5 steps that could help you set a better direction for your business:

Start:

What have you thought about doing in business but just haven’t gotten around to? What’s your reason for delaying? Get out there and do it!

Give the gas:

What one area of your business is very successful? If you just spent a little more time, money, research or passion would it skyrocket? Go hit the accelerator!

Change Direction:

Sometimes we get in a rut and keep doing the same things without seeing any improvement. Many times what we’re doing has value but we might be going down the wrong path. Look out the windshield to see if there’s a better direction and be willing to put on the turn signal. You’ll be surprised that you might not get lost and you might even find a short cut!

Change Drivers:

What are you doing right now that’s a poor use of your time? What are you doing in your business that someone else could be doing? Why are you still doing it? Get out from behind the wheel and find someone who you can delegate that job to. Then let go of the steering wheel and let them get behind the driver’s seat. Oh, and no backseat driving either!

STOP!

There’s a reason that the stop sign is RED! It grabs your attention and screams, “Don’t go any further, danger ahead.” You know what happens if you go through a stop sign. Chances for a collision increase and destruction for you and others involved. Why do we keep doing things that we should stop doing?

Habit? Weakness to change? Fear of the unknown? Fear of hurting someone else’s feelings? What’s in your business that you should stop doing? Which actions are you putting up with that are hurting your business but you haven’t had the courage to address.

See red and stop doing what’s not productive in your business and in your life.

When I am consulting with a client, I finish our time by asking, “What do you need to start doing, stop doing and continue doing?” The answers to those three simple questions can be eye opening.

Set a new direction for your company, and ignore that little voice that might show up and says, “Make the next legal U turn”!!



PMSA / MAY MONTHLY REPORT

FOOD COLLECTED AND DELIVERED

MONTHLY

94,958 lbs.
79,132 meals

YEAR TO DATE

96,347 lbs.
80,289 meals

ALL TIME

1,351,818 lbs.
1,126,515 meals

TOP MEMBER OF THE MONTH

1. Bayshore Moving & Storage – 94,958 lbs. = 79,132 meals

MEMBERS IN ACTION

- Two Men and a Truck – West Chester / Philadelphia – [Click Here!](#)



Dates to Remember

July 4: Independence Day



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<http://www.pennmovers.org>

[PMSA Official Facebook Page](#)

Fuel Prices

[U.S. On-Highway Diesel Fuel Prices* \(dollars per gallon\)full history](#)

	Change from				
	6/3/2019	6/10/2019	6/17/2019	week ago	year ago
<u>U.S.</u>	3.136	3.105	3.07	↓ -0.035	↓ -0.174
<u>East Coast (PADD1)</u>	3.153	3.125	3.099	↓ -0.026	↓ -0.141
<u>New England (PADD1A)</u>	3.219	3.185	3.153	↓ -0.032	↓ -0.137
<u>Central Atlantic (PADD1B)</u>	3.344	3.308	3.282	↓ -0.026	↓ -0.115
<u>Lower Atlantic (PADD1C)</u>	3.011	2.989	2.964	↓ -0.025	↓ -0.157
<u>Midwest (PADD2)</u>	3.026	3.002	2.957	↓ -0.045	↓ -0.216
<u>Gulf Coast (PADD3)</u>	2.875	2.843	2.82	↓ -0.023	↓ -0.196
<u>Rocky Mountain (PADD4)</u>	3.163	3.114	3.072	↓ -0.042	↓ -0.267
<u>West Coast (PADD5)</u>	3.76	3.715	3.666	↓ -0.049	↓ -0.087
<u>West Coast less California</u>	3.32	3.282	3.238	↓ -0.044	↓ -0.235
<u>California</u>	4.109	4.058	4.006	↓ -0.052	↑ 0.030

*prices include all taxes



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- Sofa Boxes
- TV Boxes Small, Standard, X-Large
- Bubblewrap
- Tape
- Stretch Wrap

MOVER EQUIPMENT

- Mover Blankets
- Hand Trucks
- Appliance Trucks
- Walkboards - Auto Loaders
- Mover Bands
- Logistic Straps
- 4 Wheel Dollies

NorthEast

- Long Island City, NY
- New Milford, CT
- Brookfield, CT

MidAtlantic

- Newark, DE
- Manassas, VA

SouthEast

- Charlotte, NC
- Augusta, GA

MidWest

- Clinton Township, MI
- Naperville, IL

South

- Houston, TX
- (Carrollton) Dallas, TX
- Albuquerque, NM

West

- Aurora, CO
- Phoenix, AZ
- Santa Ana, CA
- Livermore, CA
- La throp, CA

NorthWest

- Tualatin, OR
- Kent, WA

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ABOUT US

Relo Solutions Group is the premier provider of on-site crating and specialty relocation services across the United States.

We have an extensive network of highly skilled, experienced and trusted Field Service Partners. These individuals all share our commitment to Customer Service, reliability, and attention to detail.

We guarantee our services to major moving companies and corporate relocation specialists nationwide.

Our know-how comes from our founder's history in business. Our executive team has more than 85 years of experience in the moving, on-site crating and specialty relocation industries.

What sets us apart from the rest is our utilization of cutting edge technologies to create efficiency, provide consistency and our tireless focus on excellent customer service.



Jim & Kathy Walsh, Company Founders

Our company is founded on three *essential* principles

1 *Exceptional service*

We just expect this, no exceptions. We ask this of ourselves and our service partners, nothing less.

2 *Cutting edge innovation*

We are a leader in industry innovation, always addressing the needs of our valued customers and service partners.

3 *Community service*

We give back to both our industry and our community through charitable works in terms of time, talents and treasures. It's a vital part of our organization's identity.



Who we are

Relo Solutions Group® provides expertise in specialty relocation and crating services with skillfully trained service partners.

Company

[About Us](#)

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Victory Packaging

We are *Architects* of Packaging Solutions



Victory Packaging

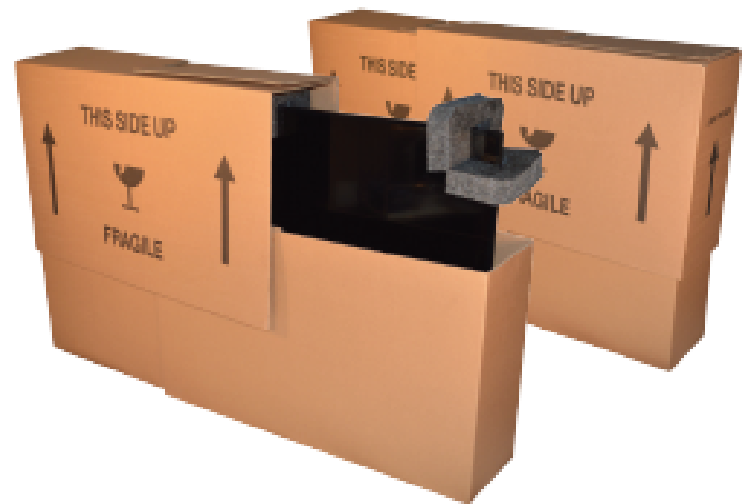
We are *Architects* of Packaging Solutions



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Assistant Vice President

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Over the past 16 years, our team has developed relationships and represents hundreds of Moving & Storage companies across the United States. Our clients range from family owned and operated household goods moving companies to national van lines. Our placements include first dollar traditional, large deductibles, retrospective rating, and captives, both group and single member.

OUR EXPERTISE INCLUDES: Independent Moving & Storage Companies, Van Lines, Agents of Van Lines, Final Mile Home Delivery Companies, Warehouse & Logistics Companies, Records Storage Companies, Fine Arts Moving & Storage Companies

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- Crime (Employee Dishonesty)
- Moving Equipment
- General Liability
- Workers' Compensation
- Umbrella
- Owner Operator Programs
 - Occupational Accident
 - Workers' Compensation
 - Non-Trucking Liability
 - Physical Damage
- Cyber Liability
- Professional Liability
- Management Liability
 - D&O/EPLI
- Surety Bonds
- Employee Benefits
 - Medical, Dental, Vision, Life, Disability, Worksite Benefits

CONTACT US FOR MORE INFORMATION:

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MOVING FORWARD

July 15, 2019



July Updates



[Update: Shipment Tracking Mandate](#)

[Move-Pak July Newsletter](#)

**[AMSA Submits Public Comment on
HHG Paperwork Burden](#)**

[Reinvent Your LAME Voice Mail, Is Your Message Stale?](#)

[IAM e-Gov Newsletter](#)

[Aggressive Driving Enforcement Initiative in Full Swing](#)

[Smokin' Hot Truck Spotlight](#)

[Tenth Anniversary | Move for Hunger](#)

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 - Non-Trucking Liability
 - Physical Damage
- Cyber Liability
- Professional Liability
- Management Liability
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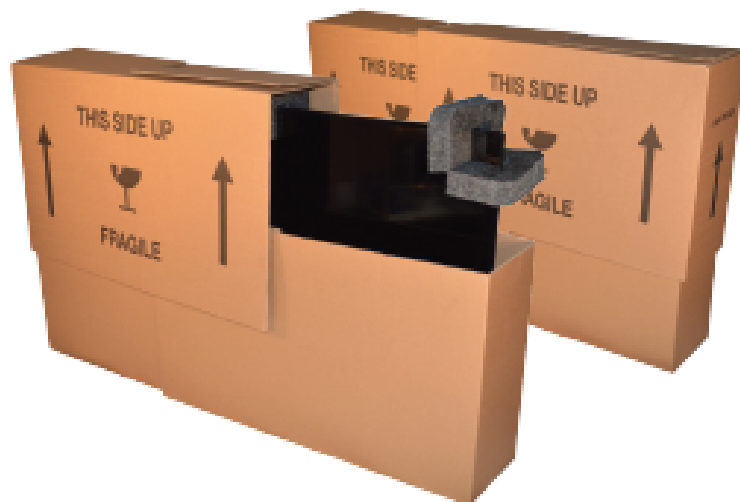
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