

The meeting was called to order by President Ken Hawk at 5:15 p.m., with 177 in attendance. Ken welcomed and thanked everyone for attending; he then introduced the officers and Executive Board. Katherine Henley, Executive V.P. also in charge of scheduling the FCOC Rallies. Chuck Belba V.P. in charge of Membership and the computer data base. Bob Smellie V.P. in charge of the newsletter. Ginny Belba, Secretary and Pete Palasota, Treasurer. Dorothy Casada our National "FMCA Director, and Max Durbin our regional Vice-President to FMCA.

There was a round of applause for our newly designed newsletter.

Ken introduced Jack Conlon, President of the Freightliner Custom Chassis Corporation in Gaffney, S.C. who in turn introduced the staff, and in his words, "the finest team one could ask for." Ken also introduced the representatives from Caterpillar and Cummings, and noted that we wanted the membership to get to know the suppliers so that they could get the help and assistance when needed.

Ken then introduced and thanked David and Meredith Fellingham for their continued support of our club. David and Meredith are the liaison between FCOC and Freightliner Corp. and are very successful in bringing in new members as well as spreading the news and activities of our club.

Secretary, Ginny Belba, made a motion regarding the minutes of the last business meeting; since the minutes were published in the last newsletter, the motion asked for corrections, and if none to waive further reading of the minutes as published. That motion passed by unanimous vote. Another motion was made to approve the minutes as presented, was seconded and passed by unanimous vote.

Pete Palasota gave the Treasure's Report. Total cash on hand as of February 28, 2003 was \$ 49,003.93 placed in three different accounts, - a regular checking account, a business economy checking account and a certificate of deposit. Although our cash increase from the last period ending Oct. 1, 2002 is \$23,674.79, Pete reminded us that once the expenses of the Laughlin rally are paid, that amount will be considerably less. There was a motion and a second to approve the report as presented which passed by unanimous vote.

Katherine Henley spoke about the 4 day Rally in Laughlin just following the FMCA Rally, She said that there was still space for additional coaches if anyone wished to sign up with her. The cost for the Rally including 4 days of full hookups is \$195.00. Katherine went on to discuss the upcoming Rally in Niagara Falls, Canada following the FMCA Rally in Buffalo, N.Y. in July 2003, and in Las Cruces, N.M. following the Albuquerque FMCA Rally in 2004. She still needs a Rallymaster and Assistant Rallymaster for that Rally. An FCOC Rally in or around the Portland area will follow the 2004 summer FMCA Rally in Redmond, Oregon. Chuck and Donna Samuel have agreed to be Rallymasters for that Rally. Ken thanked Katherine for doing such a great job for setting up and organizing our Rallies.

Ken introduced Art and Reggie Tobin and thanked them for being such great and effective ambassadors for our club. They are doing a fine job of meeting and greeting the people at all the campgrounds they are at, and generating a lot of new members for our club.

Dorothy Casada gave a brief report from the National Directors meeting, stating that the President's Board Meeting consisted mostly of candidates for the July election.

President Ken discussed the newsletter stating that the focus will be on safety. The back page, which is now advertising, is helping with the cost of upgrading the newsletter. Ken asked for input from the members for experiences and comments to include in the newsletter.

Chuck Belba gave a membership report, stating that we currently have 2717 members. We have tripled our retention of membership in the last 3 years. Chuck asked everyone to please keep us up to date with any address changes and explained the post office process of charging between \$.70 and \$2.06 (if they send the entire newsletter back) for those returned with new addresses. Chuck also noted that we seem to have a problem with some forwarding services. Some of the PMB addresses may be having a problem with forwarding, and particularly now since the larger newsletter may have a look of advertising to some. Chuck asked that if for some reason you stop getting your newsletter please let him know. Also noted the newsletter is posted on the website.

Max Durbin, our Regional VP, spoke to us about the changes being made in the FMCA constitution which passed in December. In April new policy and procedures will be sent out to the national directors, and then refined at the Buffalo, N.Y. meeting in July. Max reminded us that this has been a 2-year effort by the FMCA Board and will be 3 years by the time of final approval. He thanked us for our support.

Jack Conlon, from Freightliner Corp. was next on the agenda and told the group that the service people still had some openings on Sunday, and that they would be in Laughlin as well to help with repairs and/or problems. Jack went on to give us an update on Freightliner in general. They are still a market share leader with 46% of the diesel market, and last year sold 8,000 RV chassis. Freightliner Corp is celebrating its 60th anniversary.

Andrew Harris, Product Manager, joined Jack and discussed the Oasis Program. Freightliner's goal in to be a leader in customer support as well. At the present time, 47 dealers have signed up to participate. Andrew stressed the importance of our giving them feedback on this program. The dealers must meet certain criteria and have factory trained technicians to be a part of this program. They are also setting up selected RV dealerships to do light warranty work. Freightliner now has an ownership interest in TA (Travel Centers of America), and working on developing a relationship with them.

The new phone system in Gaffney is helping the staff to manage all incoming calls and tracking those calls as well. The goal is to reduce wait time to no more than 3 minutes and to return all calls within 1 hour.

The increased Freightliner warranty has been increased (in 2001) to 3 years or 50,000 coverage, and now includes towing and roadside assistance. They are working on a new program to include a maintenance package to be included during the warranty period. President Jack thanked us for including Freightliner Corporation in our meeting, and for choosing Freightliner.

Andrew Harris went on to discuss a new product for Freightliner which will be a tag axle for the 45' RV's. This will have a turning radius of 56, and a new touchpad from Allison.

Andrew mentioned the advertising campaign with Above and Beyond, and the new OASIS dealership in Phoenix, AZ, which he said, was a beautiful, new facility. Andrew also discussed the Rewards Program for Vehicle Purchase. This is the program that provides for employee discounts for Chrysler, Plymouth, and Jeep discounts for FCOC members when purchasing a new vehicle. Call Gaffney, S.C. to get an authorization number to take to the dealer.

President Ken talked about our FCOC jackets, which are very distinctive, and are great windbreakers. They are for sale for \$25. Larry Henley and Bob Tomme are selling them at the rear of the room.

Ken also introduced the Rallymasters for the Laughlin Rally, Vern and Ardella Moore and Assistant Rallymasters Dave and Mary Roscoe. There are 6 more spaces available for anyone that wishes to join us.

Ken introduced the members of the Nominating Committee present and stated that we would have an election in July (at the Buffalo, N.Y. meeting) for the purpose of the annual election of the FMCA National Director and Alternate Director. The results of the nominating committee will be published in the next newsletter.

Ken asked for any comments from the floor. One Member (Jerry) asked if there were any long term plans for the money in the bank accounts. The Treasurer, Pete Palasota, emphasized that once rally expenses were covered, our Treasury will look much different. Also, it was discussed that the amount in paid ahead memberships (\$15,000 for 2003) was being held back for future expenses (Primarily newsletter expense).

The meeting was closed with a word of prayer by Bob Tomme

The meeting was adjourned at 6:30 with a reminder for the Pizza Party tomorrow at 4:00.

Respectfully submitted,

Ginny Belba
Secretary