

An affiliate of the National Society of Professional Land Surveyors

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# BOARD AND GENERAL MEMBERSHIP MEETING

# **SATURDAY - DECEMBER 5, 2009** 9:00 AM

# FISH FRY SHACK SULLIVAN'S ISLAND, SC

### **"FIRST AID TRAINING"** SEMINAR AFTER MEETING

### SOCIAL FOLLOWING SEMINAR

The Fish Fry Shack, Sullivan's Island, SC Sponsored by: DUNCAN-PARNELL

### CONVENTION ANNOUNCEMENT INSIDE MAY 20-22, 2010 WILD DUNES RESORT, ISLE OF PALMS, SC

# PRESIDENT'S MESSAGE

#### Greetings to all:

This past Saturday I attended an eight hour course at the University of Scouting. One of the sessions was on how do we get boys interested in joining Scouting and how do we keep the kids involved once they join. As I was listening to the scout master discuss his ideas, it made me think about how our state Society is facing the same problems. How do we get the word out to other surveyors about the advantages of being a member and keep them as a member? The scout master went on to say that the key to keeping these boys interested is to make sure the boys do not have the chance to be bored. I could not agree more. One of my goals this year is to mix things up and change the same routine our Society has been following for as long as I have been a member.

The winter meeting is approaching and the location has been moved to the Fish Shack on Sullivan's Island. The format of this meeting will be similar to what we have done in the past at Camp Buckhorn. We will start off with the combined board and general membership meeting. We have a new format this year for the meeting. A week or two prior to the meeting you will receive an email from Brenda. In that email will be all reports from the treasurer, secretary, chapter representatives, district directors and committee chairs. You will have a chance to read these reports prior to the meeting. At the beginning of the meeting, I will as ask if anyone wishes to discuss any of the reports in that email. If no one needs further discussion, the meeting will go directly to new business. At the conclusion of the meeting, we will take a short break before the education seminar begins. The seminar after the meeting will cover different areas of First Aid and will be presented by

the Sullivan's Island Fire Department. This course will be an excellent source of information for not only surveyors but for field crews and spouses as well. Lunch will be provided by the Coastal Chapter and the afternoon social will be sponsored by Duncan Parnell. There are several large screen TVs available to watch the afternoon football games. The programs will take place in a large out door shelter. This is the same shelter where we had the last year's social.

After a month of negotiating with several venues for the convention, Dale and his committee have signed a contract with Wild Dunes Resort on Isle of Palms. Brenda and Dale have worked hard to find a place that will not only offer a wide variety of events but will also meet our budget. I want to thank everyone who responded to the questionnaire. The responses to the questionnaire made the made the committee's choice more clear as to what the membership wanted in a convention. Of course, while not all requests could be made, I feel that the majority of your requests will be met at Wild Dunes. Please try and set time aside to visit the Wild Dunes website at www. wilddunes.com. I hope you will come enjoy the low country and time with fellow surveyors at the convention. Special room rates of \$99.00 per night will be offered to our group for those wishing to stay overnight and enjoy this five star resort at Wild Dunes for Friday and Saturday, December 4th and 5th.

I look forward to seeing each of you in December.

Sincerely, Lewis Moore, PLS SCSPLS 2009-10 President

#### Suggested Accommodations for the December 5th Meeting WILD DUNES RESORT, ISLE OF PALMS (Convention Location in May) Special Rate of \$99/night at The Village or Boardwalk Inn (normally \$229) for Dec. 4th and 5th based on availability Make your reservation early to receive this great offer. Call the main reservation line 800-845-8880 and tell them you are with the SC Society of Professional Land Surveyors for special rate.

#### DIRECTIONS TO FISH FRY SHACK, SULLIVAN'S ISLAND 1459 HENNESSY ST., SULLIVAN'S ISLAND

**Directions from Wild Dunes, Isle of Palms:** Head west on Palm Blvd. toward Palm Gate. Turn left at 41st Ave. 41st Ave turns slightly right and becomes Palm Blvd. Turn right at 21st Ave. Slight left at Palm Blvd for 1.7 miles. Continue on Jasper Blvd/SC-703 for 1.8 miles. Turn left at Station 22 ½ St. Take the 1st right onto Middle St. for 1 mile. Left at Station 15 St.; slight right onto Hennessy St.

**Directions from Columbia:** Go I-26 towards Charleston. Take I-526 exit towards Mt. Pleasant (12.7 mi), I-526 E becomes I-525BR E (go 1.9 miles); turn left onto Ben Sawyer Blvd/SC-703. Continue 2.7 miles. Stay straight to go onto Station 22 ½ St. Turn right onto Middle St. for 1 mile, left onto Station 15 St.; slight right onto Hennessy St.

**Directions from Greenville:** From I-385-S merge onto I-26 E. Take the exit onto I-26 E toward Charleston. Take I-526 exit towards Mt. Pleasant (12.7 mi), I-526 E becomes I-525BR E (go 1.9 miles); turn left onto Ben Sawyer Blvd/SC-703. Continue 2.7 miles. Stay straight to go onto Station 22 ½ St. Turn right onto Middle St. for 1 mile, left onto Station 15 St.; slight right onto Hennessy St.

### SCSPLS GENERAL MEMBERSHIP MEETING SATURDAY, DECEMBER 5, 2009, 9:00AM

#### Fish Fry Shack, Sullivan's Island, South Carolina



Welcome:	F
Invocation:	0
Meeting Format: Robert's Rules of Order	F
Agenda Approval:	F
<b>CONSENT AGENDA FOR THE FOLLOWING ITEMS:</b>	
1. Minutes of Board Meeting:	J
2. Financial Report:	E
3. Executive Secretary Report:	E
4. Delegate Reports:	
• SC Council of Eng. & Surv. Soc.	C
NSPS Governor	ŀ
SMAC/GIS Delegate	E
SC Utilities Committee	A
• The Auxiliary	
5. Chapter Representative Reports:	
• Aiken Chapter	E
• Central Chapter	I
• Coastal Chapter	E
• Foothills Chapter	E
• Grand Strand Chapter	A
• Low Country Chapter	F
Midlands Chapter	(
Mid-State Chapter	(
Northwest Chapter     Pag Dag Chapter	F
<ul><li>Pee Dee Chapter</li><li>Thomas C. Anderson Chapter</li></ul>	V
Tri-County Chapter	Ľ
• Upper Piedmont Chapter	J
6. District Director's Reports:	5
• District 1	(
• District 2	Ā
• District 3	Г
• District 4	Γ
• District 5	E
• District 6	N
7. Committee Reports:	
Activities & Programs	N
<ul> <li>Constitution &amp; By-Laws</li> </ul>	Ι
• 2010 Convention	Γ
• Education	J
Ethics & Standards of Practice	E
• Four-Year Degree	E
• GPS-VRS	(
• Insurance	L
Legal & Legislative     Mombarchin	E
<ul><li>Membership</li><li>Newsletter, Plat Contest, SOY</li></ul>	F
Past Presidents Council	г L
Public Relations	F
ROD Committee	Ā
SC State Parks Committee	N
Scholarship Committee	F
• Survey Contest	(
• Web Site Committee	Γ
• Yearbook	F
NORMAL AGENDA ITEMS:	
Business:	
Board of Prof. Eng. & Surveyors' Report	(
State Specific Exam	(
Membership Categories	L
<u>Closing Comments</u>	F

President Lewis Moore Chuck Dawley President Lewis Moore President Lewis Moore

July 24, 2009 Ben Christensen Brenda Smith

Carl Bostick Henry Dingle Ben Christensen Aaron Taylor

Bill Tripp Thomas Andersen Buddy Schwacke Billy Martin Aaron Leach Ray Cook George Bradley, Jr. C. A. Shealy Greg Sosebee Ferrell Prosser Wayne Reynolds David Thomas Joe Mitchell, Jr.

Chuck Dawley Al Whitworth Tom Abraham Dennis Clinkscales Burnett Jenkins Mike Culler, Jr.

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Gene Dinkins/Thurl Amick Gene Dinkins Lee Frank President Lewis Moore

**Adjournment:** Seminar on First Aid to follow meeting. Lunch sponsored by the Coastal Chapter of SC-SPLS. Social and Dinner following seminar sponsored by Duncan-Parnell.

#### FREE SEMINAR TO SCSPLS MEMBERS ALSO ATTENDING THE GENERAL MEMBERSHIP MEETING

# FIRST AID TRAINING

#### Saturday, December 5, 2009

#### Fish Fry Shack, Sullivan's Island, SC

# ATTENDEES WILL EARN 3 PDH UNITS

#### Presented By

# Sullivan's Island Fire & Rescue Department

#### WORKSHOP AGENDA

8:30 – 9:00 AM	Registration
9:00 AM	SCSPLS Board and General Membership
	meeting followed by Seminar. Lunch provided
	by the Coastal Chapter for seminar attendees.
3:00 PM Until	Social and Dinner provided by Duncan-Parnell

#### **INSTRUCTORS:**

Asst. Chief McDaniel of Sullivan's Island Fire & Rescue Department will be the instructor for this seminar.

#### SEMINAR INFORMATION

This seminar will include basic first aid and fire extinguisher safety. Methods to properly treat injuries, bites and shock victims will be covered. This seminar will be very informative for both the office and the field.

#### REGISTRATION

Registration will begin at 8:30 AM. Lunch, social and dinner will be provided to attendees. Attendees will be given a certificate and awarded 3 PDH units. *No cell phones or beepers in classroom. You must pre- register to attend.* 

#### **SEMINAR FEES:**

Registration fees:
Society members: Free if attending General Membership Meeting;
\$25.00 if not attending meeting
Non Members: \$35
Full refund will be made if notification is received by November 20th. Substitutions are allowed if given prior written notice.
FEES COLLECTED WILL BE DONATED TO THE SULLIVAN'S ISLAND FIRE DEPARTMENT.

#### LOCATION

Fish Fry Shack, Hennessy St., Sullivan's Island, South Carolina

#### SEMINAR REGISTRATION

# FIRST AID TRAINING

#### SULLIVAN'S ISLAND - December 5, 2009, 9:00 AM

NAME:	
REGISTRATION NO.:	_ STATE
COMPANY:	
ADDRESS:	
CITY, STATE, ZIP:	
DAYTIME TELEPHONE:	
FAX: EMAIL:	
CURRENT SCSPLS MEMBER:	
Yes-I will be attending the 9:00 AM Board and General Membership meeting.	
\$25.00 Enclosed –not attending meeting but will attend seminar	
SCSPLS NON-MEMBER: Amount Enclosed <u>\$ 35.00</u>	

#### ALL ATTENDING MUST REGISTER ON THIS FORM. Please make photocopies of this form for additional registrants

MAIL OR FAX REGISTRATION FORM AND MAKE CHECK PAYABLE TO SCSPLS:

S.C. Society of Professional Land Surveyors 121 Executive Center Dr., Ste., 248, Columbia, SC 29210 Phone: (803) 750-7524 or Fax to SCSPLS at 803-750-7523 Email: scspls@bellsouth.net • www.scspls.com

#### For additional registration information contact:

SCSPLS - (803) 750-7524 or E-mail: scspls@bellsouth.net Or Chuck Dawley, District 1 Director E-mail: cfdawley@bellsouth.net

# ANNOUNCING SCSPLS 41st ANNUAL CONVENTION MAY 20-22, 2010

# WILD DUNES RESORT

ISLE OF PALMS, SC

# "Changes in Latitudes"

WILD DUNES RESORT OFFERS MILES OF BEACH, ACRES OF GREAT GOLF, TENNIS, DINING AND FUN



**ISLE OF PALMS, SC** – Nestled on the northern tip of Isle of Palms, a lush barrier island off the coast of South Carolina, Wild Dunes Resort is located less than 30 minutes from the charm and grace of historic Charleston. The Resort occupies 1,600 acres of private, oceanfront property defined on one side by the Atlantic Ocean and on the other by the Intracoastal Waterway.

Offering a year-round menu of golf, tennis, spa services and restaurant options, Wide Dunes Resort has been distinguished by many publications and associations as a top destination for families, golfers, tennis lovers and meeting and event planner. The entire Resort is connected with bike and walking paths and resort shuttles, making it possible to enjoy this paradise without ever getting behind the wheel of your car.

The Isle of Palms enjoys special status as a lush, green enclave located on South Carolina's only Blue Wave Beach – a national designation from the Clean Beach Council which goes to a handful of beaches with high levels of water quality, environmental responsibility and procedures for ensuring swimmer safety. Wild Dunes Resort is a paradise for visitors seeking clear waters, sunny skies and the unique feeling that comes from admiring tropical palm trees grown beside ancient live oaks.

Sun, Fresh Air and World-Class Accommodations:



Wild Dunes Resort offers a diverse portfolio of accommodations, ranging from intimate hotel guest rooms to expansive beachfront mansions. Each shares

the Resort's devotion to the outdoors, with expansive views, lush landscaping and convenient access to the Resort's amenities. When booking through Wild Dunes Resort, all guests receive access to the complimentary court time and recreation centers and on-Resort charging privileges.

- The Boardwalk Inn The AAA Four Diamond-rated Boardwalk Inn is located just steps away from the soft sands of the Atlantic Ocean, the Inn features 93 rooms and suites. There are eight junior suites, a poolside hospitality suite and a 1,700 square-foot grand presidential suite located on the top floor featuring extraordinary views of the Gran Pavilion and the Atlantic Ocean. Guest rooms and suites reflect warm, sophisticated Southern Lowcountry style. Every guest room and suite is outfitted with wireless Internet access, new bedding, window treatments, furniture, carpeting and flat screen televisions.
- Villa and Private Homes The ability to spread their wings at Wild Dunes Resort has made this a favorite destination for multi-generational families seeking to vacation together. More than 350 one to four bedroom villas and three to eleven bedroom homes offer spectacular views of the Atlantic Ocean, emerald fairways or tranquil lagoons – and plenty of space to relax. All villas and homes are furnished with a completely equipped kitchen, washer/dryer, cable television with VCR and telephone with voice mail.
- The Village at Wild Dunes Wild Dunes Resort is proud to welcome its newest accommodation, The Village at Wild Dunes. Featuring more than 120 four-diamond quality rooms and suites, The Village is located within the heart of the Resort and includes a fitness center and spa services, along with a restaurant and market (The Lettered Olive and Hudson's Market). Guests choose from studio, one, two and three bedroom suites – fully furnished and tastefully decorated in the casual elegance of the Lowcountry – and enjoy all the amenities of a luxury hotel, including complimentary concierge, valet services, flat screen televisions, high-speed wireless Internet access and more.

#### Fun-Loving Opportunities for All Ages

The Resort's recreation program is full of activities for children, teens and adults. The Island Adventures program includes seasonal day camps for ages 3 to 12, fun family beach and

sporting games, teen programs and "Wild Excursions," offering nature exploration via kayak, sailboat or trips to neighboring islands. With a host of family crafts and adventure activities, extreme water sports and much more, there is something for everyone. And Wild Dunes staff is always available to create a customized adventure for any family. Activities may be booked on site at Island Adventures Outfitters, the Resort's outdoor adventures headquarters located on The Village Plaza. Golf has always been a major attraction at Wild Dunes Resort, which boasts two world-class golf courses designed by Tom Fazio. The oceanfront Links Course and spectacular Harbor Course are consistently ranked among the best golf courses in the United States.

• The Links Course – Fazio's first solo design – is an 18-hole,



6,387 yard, par 70 golf course with a slope rating of 127. The finishing holes are on the Atlantic Ocean and have been referred to as "the finest east of

Pebble Beach." Prevailing breezes, massive dunes and natural hazards make play challenging. The Links Course offers an award-winning golf shop, chipping and putting green, practice range and clubhouse with locker room and Edgar's Pub.

- The Harbor Course is an 18-hole, 6,359 yard, par 70 golf course with a slope rating of 131. Nine of the holes are located on the Intracoastal Waterway and play from one island to another across the waters of Morgan Creek. Considered by Fazio as one of his "favorites," it is reminiscent of a British Open style course with a variety of short and long holes. The Harbor Shop offers the latest in golf equipment and a broad selection of men's and woman's apparel. SCSPLS will play this course during the convention.
- Golf Instruction: Individual golf instruction and golf clinics are available to improve game skills for all ages and levels of player. A team of PGA Class A golf professionals are located on the premises and use video analysis and technology to focus on personalized instruction.

At Wild Dunes Resort, courses share the stage with 17 Har-Tru courts;

• Five of Wild Dunes' seventeen courts are lighted for night play and one court includes stadium seating for more than 350. The Tennis Center has a full stocked pro-shop with racquet service counter. A complete staff of USPTA certified professionals provides private or group lesson and clinics year-round. The center offers an extensive summer tennis program, highlighted by cardio tennis clinics, beach tennis lessons (with summer exhibitions by the current Beach Tennis World Champions), and seasonal Monday nigh pro exhibitions. The Tennis Center has been recognized as a "Top 50" facility since 1981 and ranked as a "Top 10" since 1998 by TENNIS magazine.

For guests wishing to explore within the gates, the Resort offers bicycle rentals and miles of walking and jogging trails. There are also a host of wellness offerings, from yoga, beach boot camp, personal training and more.

#### A Food-lovers Paradise

The South Carolina Lowcountry has become a culinary

destination in its own rights. Here, the bounty of the sea and salt marshes, and the long, warm growing season offer the freshest ingredients to the cuisine being



created by some tremendous new talents.

- Sea Island Grill at the Boardwalk Inn presents the freshest local seafood available. Additionally, our chef's procure and prepare delectable dishes that have become craved favorites of guests and local residents alike. Guests are encouraged to save room for signature dessert soufflés. The interior dining room is influenced by the elegant lines and colors of the Caribbean, and an open-air piazza sets diners amidst the lush tropical environment of the Inn's freeform pool. Dinner reservations are requested.

The Lettered Olive offers a friendly environment for groups, couples and families. An exhibition kitchen creates a unique dining experience, where guests can watch as chefs prepare an array of delectable meats and seafood with traditional Lowcountry flare. Dinner reservations are requested.



• Located on the Village Plaza,

**Hudson's Market** offers a variety of options – from specialty coffees and homemade pastries in the morning to delicious prepared meals for lunch and dinner. In addition, guests can find all the necessary ingredients to create their own culinary masterpiece in their condo. Hudson's also carries and assortment of sundry items and specialty foods as well as an excellent selection of wine.

- **Dunes Deli** is located next to the Harbor Golf Shop and offers selections from Starbucks, deli-style sandwiches, salads and more. Delivery is offered seasonally.
- The Grand Pavilion Café and Bar (seasonal) is located oceanfront on the Grand Pavilion and offers hot and cold sandwiches, assorted snacks, beverages and seaside cocktails.
- **Duney's Ice Cream Shop** (seasonal) isn't just for the little ones – with a variety of tasty flavors, this summer hang out is a favorite with kids of all ages! Located on the Grand Pavilion boardwalk, open seasonally.

The Resort's address is 5757 Palm Boulevard, Isle of Palms, SC 29451. Phone toll-free: 800-845-8880, or locally at 843-886-6000. Visit <u>www.wilddunes.com</u> for up-to-the-minute news.

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### **IMPORTANT ANNOUNCEMENTS FROM YOUR SOCIETY**

#### THE TRADE SHOW & EDUCATION CONFERENCE DATE HAS CHANGED

Due to a conflict of dates with the North Carolina Society of Surveyors, the South Carolina Society of Professional Land Surveyors has changed the dates of our Education Conference and Trade Show to February 25-26, 2010 at the Radisson Hotel and Conference Center, Columbia, SC. Look for your brochure coming soon.

#### THE DATE & LOCATION FOR THE ANNUAL CONVENTION ARE SET

SCSPLS 41st Annual Convention has been set for May 20 – 22, 2010 at Wild Dunes Resort on the Isle of Palms, SC. Convention Committee: Dale Swygert, Chairman, Lewis Moore, Lee Frank, Bobby Foster, Ben Christensen

PLEASE MARK YOU CALENDARS NOW FOR **FEBRUARY 25-26, 2010** AND **MAY 20–22, 2010** AND PLAN TO BE WITH US FOR THESE EXCITING EVENTS!



### **From Your Convention Chairman**

"Changes in Latitudes!" That's the theme for our 2010 SCSPLS Convention and as the title indicates, we're moving! For the past several decades, our Annual Convention has been held in the Grand Strand and we have had a lot of fun there. But for the past few years our attendance has declined. So the 2010 Convention Committee was charged with the responsibility of finding ways of getting you to come back! We put our heads together & decide to go to an excellent source of information on what changes needed to be made and that source was YOU! Based on your input, many site visits and days of negotiations, Wild Dunes Resort has been chosen for the site of the 2010 Convention. It is an extraordinarily beautiful location that offers an abundance of activities for the entire family! We still have a lot of planning to do as for as seminars and other events (you have given us a lot of great ideas) and we will get that info out to you soon! But go ahead and mark your calendar for May 20-22, 2010 so you can experience a wonderful time at Wild Dunes Resort!

Dale Swygert 2010 Convention Chair

### **Lobbyist Report**

Joe S. Jones

The General Assembly may not be meeting every Tuesday through Thursday, but that does not mean there is no action in the State House complex. A legislator has shown interest in the Surveyor Registration Law. Hopefully nothing is coming from this inquiry because it dealt with loosening registration requirements. SCSPLS and the Registration Board have worked hard to strengthen registration rules with specific educational requirements.

A Senate Judiciary Subcommittee chaired by Sen. Larry Martin (R-Oconee) held a meeting on tort reform recently. This hearing is the beginning of getting this important legislation before the General Assembly when the legislature convenes in January, 2010.

A commission established last session known as the Tax Realignment Commission (TRAC) met in September. Its charge is to take a comprehensive look at the state's tax structure. It plans to begin its study with sales tax exemptions and funding the states roads and bridges. The commission is to report to the General Assembly by Mar. 15, 2010.

TRAC members include: Jimmy Addison, SCANA Corporation; Kenneth Cosgrove, Piedmont Petroleum Corporation; Ben Kochenower, CPA, Cline Brandt Kochenower & Company; Burnet Maybank, JD, Nexsen Pruet (Chairman); Brian Moody, CPA, Moody CPAs and Advisors; Jack Shuler, ArborOne Financial; Bob Steelman, Michelin North America Inc. (Vice Chairman); Charles S. Way Jr., The Beach Company; Don Weaver, Prime Financial Services; and Ken Wingate, CPA, JD, Sweeny, Wingate & Barrow PA. Ray N. Stevens, director of the South Carolina Department of Revenue, will serve as an ex-officio member of the commission.

A Senate panel heard testimony concerning the restructure of the SC Department of Health and Environmental Control. Among those testifying was DHEC Commissioner Earl Hunter who advised the senators not to make DHEC a cabinet agency.

Outside the State House complex, a number of groups who are regulated by Labor, Licensing and Regulations, are meeting and talking about situations with LLR, registration boards, and registrants. Right now, these meetings have not reached any conclusions or recommendations.

One cannot write about the State House without mentioning the Governor. Rumors abound over what will happen between now and the first month of the session. One thing is for sure, if some resolution is not found this issue is going to be a cloud over the legislative session until it is resolved.

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# How Can My Surveying Business Survive a Declining Economy?

*By Alicia Glassford* Taken from *The Oregon Surveyor*, Vol. 32 No. 1 February/March 2009

Declining profit margins are on the minds of most business owners, including surveyors. Surveying publications are full of articles and advertisements on competitive advantages and improved performance available through advancements in surveying equipment and software. As the economy continues to decline, a surveyor may feel even greater pressure to pursue these technological solutions for improving their profit margin. But is there another solution? Could the solution be as simple as attention to customer service?

The bottom line for a successful survey is that pins are placed in the right location, proper documentation is filed, and the client is satisfied, all at a reasonable cost. So, when faced with increasing operating costs and a shrinking pool of clients, the surveyor needs to ask, which investment will get me to the bottom line at a reasonable cost - improved technology or improved customer service? To frame the comparison, think of today's high-tech bow hunter, outfitted with sophisticated compound bows made from the latest materials. Next, think of early American hunters who used simple bows and arrows crafted from native materials. Both kinds of hunters have been successful at bagging game, but they use different approaches to achieve the bottom line.

Surveyors can borrow from the example of primitive hunters in breaking down a successful approach to customer service. Primitive hunters were successful through their local knowledge, understanding of animal behavior, and survival skills, all of which were intensified by the threat of pending hunger.

#### Local Knowledge

Surveyors have always understood the edge available to them when they return to an area where they previously surveyed. While past work may have unearthed a can of worms, at least it's a familiar can of worms. Further advantages may be available by cultivating opportunities for additional jobs in the same area you are already working. What is your current approach to rightof-entry notification to neighboring landowners? Does your crew hang door knob notices when landowners are at work on a Monday morning? What if you obtained telephone numbers for neighboring landowners and called them on a Sunday evening when they are likely to be home? This personal approach not only completes the necessary notice for crossing property, but also cultivates relationships that might result in future work in this same neighborhood. If only a few of these calls result in future business, you have made a positive contribution to your profit margin.

#### **Animal Behavior**

Primitive hunters needed to understand animal behavior to be successful, which translates to the surveyor's need to understand human behavior. A. major component of human behavior is based on communication. Informed clients are usually satisfied clients, and satisfied clients communicate with family, friends, and neighbors about their satisfaction with your work. Conversely, uninformed clients usually results in negative communication about your work. You can influence this communication chain in your favor by recognizing some key behaviors of your client.

Recognize if your client is feeling disoriented by the new experiences that arise while a survey of their land is completed. During the survey, the client may need to interact with planning office employees, title examiners, attorneys, realtors, and angry neighbors. To add to it, different professions use different vocabulary, which can be confusing. If you recognize this potential for your client's confusion, you can bridge the gap for your client and tie together the pieces. Regular communication with your client not only allows you to convey information to your client, it gives you an opportunity to gauge their comfort with the amount of information they are receiving. By influencing human behavior and communication chains in your favor, the ultimate result could be potential clients hearing good things about your work and approaching you for your services.

#### **Survival Skills**

Surveyors may want to refine their customer service survival skills with respect to components such as workforce, equipment, flexibility, and instinct.

A workforce that extends your sense of customer service is important. You will want to discuss with employees any changes you decide to make in your customer service approach, and you will want to listen to their ideas on how to make it happen.

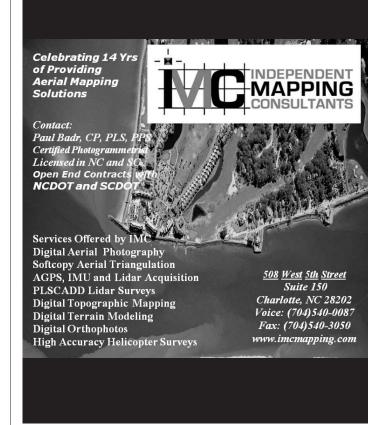
An investment in customer service might mean that investments in technology upgrades to equipment are postponed. A downside to aging equipment is finding available parts and qualified technicians who are familiar with servicing older models. However, the internet and communication with other surveyors can help overcome these obstacles.

Business survival skills should include flexibility. Your clients and the team of professionals working on a project might be subject to unexpected circumstances at any time due to the declining economy. Difficulty in securing financing might cause a project to quickly terminate or change. Discuss options with your client at all phases of the project, and be prepared to arrange for interim payments so that you stay current with reimbursement for the work you have completed. If the client can't come up with funding to pursue a subdivision, be prepared to discuss the cost of a partition that might not require the bonding and development requirements of a subdivision. Also, you might be prepared to discuss the cost of recording a record of survey for the parent parcel so that the subdivision can continue later with fewer steps to be completed.

Respecting your gut instinct might be your key to survival in a period of economic difficulty. Be ready to decline work from a prospective client if your instincts tell you that the situation is wrong for you. Customer service also means being selective on whom you engage as a customer. Surveyors encounter risky situations during good economic times, so it stands to reason that those same risky situations arise during economic downturns. In some situations, turning away risky work is more economically viable than accepting the work and its associated risks.

#### **Pending Hunger**

Today's economy is honing the surveyor's skills much like the primitive hunter who would not have survived without successful hunts. However, the declining economy is also affecting potential clients and their interest in spending money. If a client is not interested in investing in the cost of a full survey, perhaps they would consider a smaller investment to achieve a portion of their goals. For example, pursuing boundary line agreements with cooperative neighbors to at least fix the location of a portion of the property boundary might be a viable project. While the client would not have a full survey of their property, the partial survey based on boundary line agreements could be completed at a lower cost. Since partitioned parcels larger than 10 acres in size do not require a survey of the parcels, a partition of parcels larger than 10 acres in size might meet the client's budget. If your client understands the statutes, they may opt to partition property to a different configuration. As previously described, a subdivision could be reconfigured as a partition or as a record of survey for the parent property. You might better serve your client by providing suggestions to scale down the size of the project and the cash outlay. In your situation, a small project might be better than no project at all.



So, is it time to pull the dusty transit from your shelf and ignore the advancing world of technology? Of course not, but a thorough review of your customer service approach could improve your profit margin and help your business survive a declining economy.

# **Tibshrany Honored for Service to NCEES**

At its 2009 Annual Meeting, NCEES presented the Distinguished Service Award to Mitchell Tibshrany Jr., P.E., of Columbia, SC, for his dedicated service to the engineering and surveying professions.

A member of the SC State Board of Registration for Professional Engineers and Surveyors from 1996 to 2008, Mr. Tibshrany served as board chair, vice chair, and secretary during his tenure. While on the board, he was instrumental in decisions on budgets, policy, and enforcement issues, and he worked to ensure board representation at zone and national meetings and on NCEES committees. He also promoted faculty licensure and spoke to university students about the value of licensure. He is now an emeritus member of the South Carolina Board.

Mr. Tibshrany served as the 2005–07 Southern Zone vice president. He was a member of the Advisory Committee on Council Activities for four terms and served as a member of the Committee on Awards, the Mobility Task Force, and the Special Awards Task Force. In 2009, Mr. Tibshrany was awarded the Southern Zone Distinguished Service Award.

Tibshrany has been a member of the South Carolina Society of Professional Engineers since 1973 and is as a past president of the organization's Columbia chapter. He is a former chair of the South Carolina Joint Engineers Council and a past president of the Columbia and South Carolina sections of IEEE.

NCEES is a national nonprofit organization composed of engineering and surveying licensing boards representing all US states, the District of Columbia, Guam, Puerto Rico, and the US Virgin Islands. An accredited standards developer with the American National Standards Institute, NCEES develops, scores, and administers the examinations used for engineering and surveying licensure throughout the United States. NCEES also provides services facilitating professional mobility for licensed engineers and surveyors. Its headquarters is located in Clemson, SC

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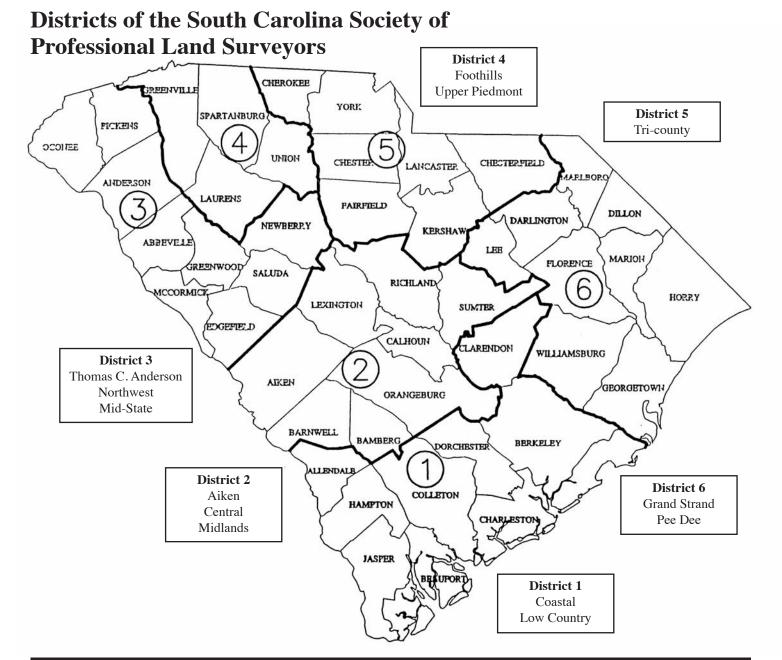
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## **2009-10 CHAPTER MEETINGS**

CHAPTER	REPRESENTATIVE	PHONE	DATE	LOCATION
Aiken	Bill Tripp	803-642-5776	2nd Tues.	EeJay's Restaurant, Kalmia Mall, Aiken
Central	Thomas Andersen	843-659-5083	2nd Wed.	Various locations, Sumter
Coastal	Buddy Schwacke	843-762-7005	Last Tues.	Various locations, Charleston
Foothills	Billy Martin	864-527-4611	2nd Tues.	Grand Country Buffet, Woodruff Rd., Greenville
Grand Strand	Aaron Leach	843-444-1020	3rd Tues.	T-Bones, Murrells Inlet
Low Country	Donald Ray Cook	843-815-5263	2nd Tues.	Various Locations, Beaufort
Mid-State	C. A. Shealy, III	803-276-8686	2nd Thurs.	Stable Steak House Restaurant, Prosperity
Midlands	George Bradley, Jr.	803-732-4004	4th Mon.	Bower's Bistro, Bower Pky., Columbia
Northwest	Greg Sosebee	864-882-0024	2nd Tues.	Circle M BBQ, Anderson
Pee Dee	Ferrell Prosser	803-669-5361	1st Mon.	Thunderbird, I-95 & #52, Florence
Thomas Anderson	Wayne Reynolds	864-456-3506	2nd Tues.	Ocean Bay Restaurant, Greenwood
Tri-County	David Thomas	803-366-7983	1st Tues.	White Horse Restaurant, Camden Ave., Rock Hill
Upper Piedmont	Joe Mitchell, Jr.	864-476-6237	3rd Tues.	Billy D's Grill, S. Pine St., Spartanburg

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# 2009-10 MEMBERSHIP DUES ARE NOW PAST DUE! DON'T LET YOUR MEMBERSHIP LAPSE...

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#### **BENEFITS OF MEMBERSHIP**

#### **Annual Convention**

The SCSPLS holds an annual convention each year. Attendees exchange ideas, hear guest speakers for related professions and socialize at planned events and meals. The annual business meeting is also held during the convention, and at this time, officers and directors are named for the coming year. Lifelong friendships are begun and renewed at the Convention. This event is planned to benefit each category of membership and is the highlight of our year. A variety of events, from leisure to technical, are planned for everyone. Individuals, couples or families with children can obtain tremendous benefits from this event. Out-of-state guests are always in attendance with current activities and information from our Colonial States.

#### Education

Educational seminars and workshops are conducted at various regional locations around the State. Continuing education units may be earned through these programs to meet the SC State Board of Registration requirements. These educational programs are designed to provide a wide variety of topics including business, legal aspects, as well as surveying technology. SCSPLS is an Approved Sponsor for the presentation of Continuing Professional Competency courses or programs by the N.C. Board of Registration for Professional Engineers and Land Surveyors. While the SC State Board of Registration does not pre-qualify providers, programs sponsored by the SC Society of Professional Land Surveyors are designed to fulfill the requirements for Continuing Professional Competency in South Carolina.

#### Insurance

Full, Sustaining, Associate, Emeritus, and Honorary Members will be entitled to a \$10,000 Life Insurance and \$10,000 Accidental Death and Dismemberment insurance policy as member of the SCSPLS (Be sure to mail insurance application to insurance agent listed.)

#### **Membership Directory**

A directory of the current members and officers of the SCSPLS is published for distribution to the membership. The SCSPLS Constitution, By-Laws and information on state SCSPLS Chapters are printed in the directory.

#### Newsletter

The newsletter, The Carolina Benchmark, contains articles of interest to the membership including activities of the Society, general business tips, and timely topics of interest to surveyors. This is also an excellent opportunity for Sustaining members to advertise their equipment and services.

#### Scholarship

The Society is proud of the scholarships awarded in the past and will continue this program to assist land surveying students in their educational goals.

#### Trade Show

SCSPLS will hold the annual trade show along with the Education Conference to be held in Columbia. This affords members an opportunity to see the most current equipment and services on the market for the surveying profession.

#### **National and State Affiliations**

SCSPLS is an affiliate member of the American Congress of Surveying and Mapping and sponsors delegates to: National Society of Professional Surveyors State Mapping Advisory Committee SC Council of Engineering and Surveying Societies GIS Advisory Committee SC Utilities Committee

(Contact the SCSPLS office for more information on any of the benefits listed above.)



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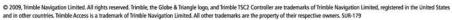
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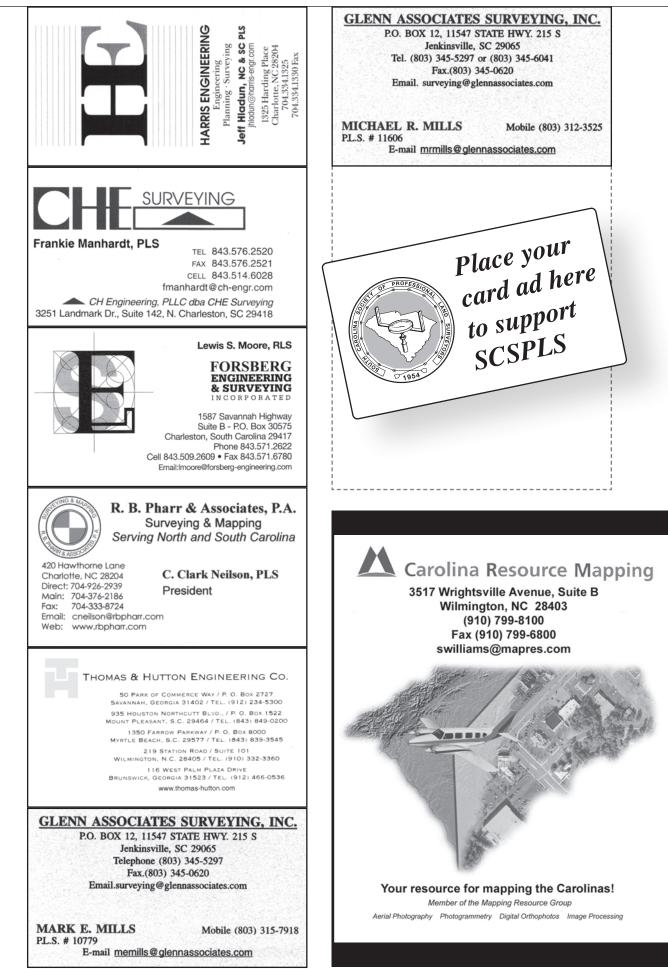




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# **SCHEDULE OF EVENTS**

# **SATURDAY – DECEMBER 5, 2009**

8:30 - 9:00 AM	Registration	
9:00 AM	SCSPLS Board and General Membership followed by Seminar	
	Lunch Provided by the Coastal Chapter for seminar attendees	
3:00 PM Until	Social and dinner provided by Duncan-Parnell	



Social – "Joe Rowland Fish Fry Shack," Sullivan's Island Fire and Rescue, 1459 Hennessy St., Sullivan's Island.