



Annual
Review

2017

BBB[®] MESSAGE

A Message to BBB Accredited Businesses,

Our mantra throughout 2017 was Walter Gretzky's quote to his son, "Skate where the puck's going to be, not where it has been." With this in mind, staff and managers were encouraged to rely more on their instincts and anticipation.

Your BBB's marketplace influence and connections, as well as Accredited Business activity are summarized in this review. We provided consumers and business with reviews and information before making purchase decisions as well as issuing alerts and consumer tips on a regular basis. While continuing to help businesses and consumers resolve complaints, both Customer Reviews and AB Request-A-Quote (eQuotes) became more accessible and easier to use for both our Accredited Businesses and consumers alike. Our online directory upgrade included offering accredited business logos to listings. Throughout our service area we educated seniors and organizations, represented BBB at trade shows, produced consumer education "micro websites," and published Scam Tracker investigations.

As you look through the statistical part of this 2017 review you will see our increases in demand for services—particularly on mobile devices. We stayed relevant by going where BBB's brand needs to be and supports our mission of "being the leader in advancing marketplace trust." Our Accredited Business growth shows business's recognition that the consumer public looks for businesses that have been vetted by BBB and have a commitment to BBB's eight "Standards for Trust".

We went to new levels of achievement in 2017. Your BBBs exceptional team will continue to build opportunities to enhance the value of BBB Accreditation. Thank you for your continued support and commitment. Let me extend a personal reminder that we are here if you need us!

Sincerely,

Blair Looney
BBB President/CEO

Be Transparent

Advertise Honestly

Safeguard

Privacy

Be Responsive

Embody Integrity

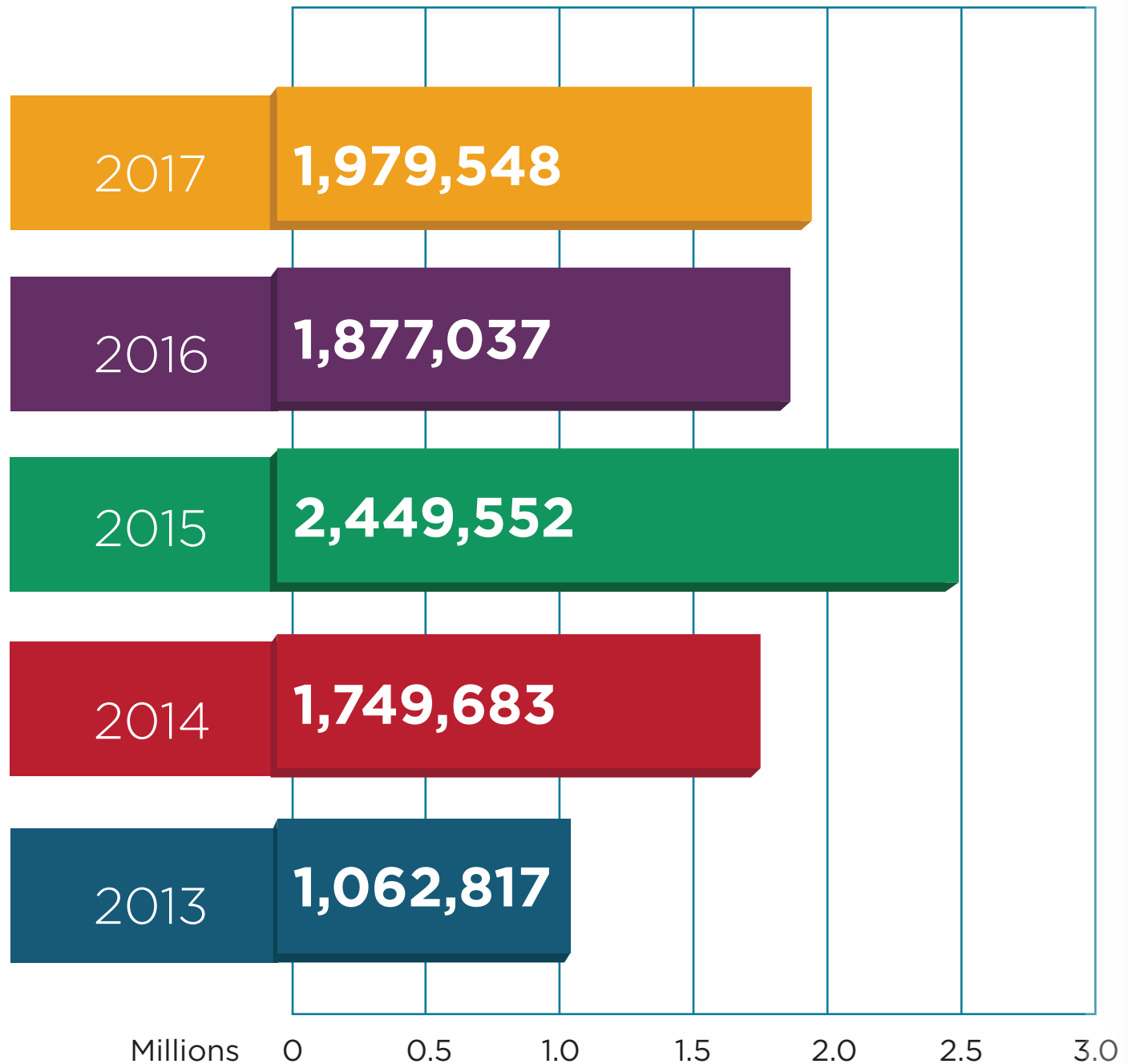
Tell the Truth

Build Trust

Honor Promises

MARKETPLACE INFLUENCE

Instances of Service



Combined total of Business Reviews, TOB Accredited Business Rosters, General Advice Reports and Agency Referrals.

MARKETPLACE INFLUENCE

Breakdown of Services

1,486,972

Website Visits

283,186

New Website
Visits/Users

2,956,365

Website Page
Views

98,068

Requested
AB Rosters

44,365

“Inquiry Cards”
Sent to ABs

8,134

Customer
Reviews Posted

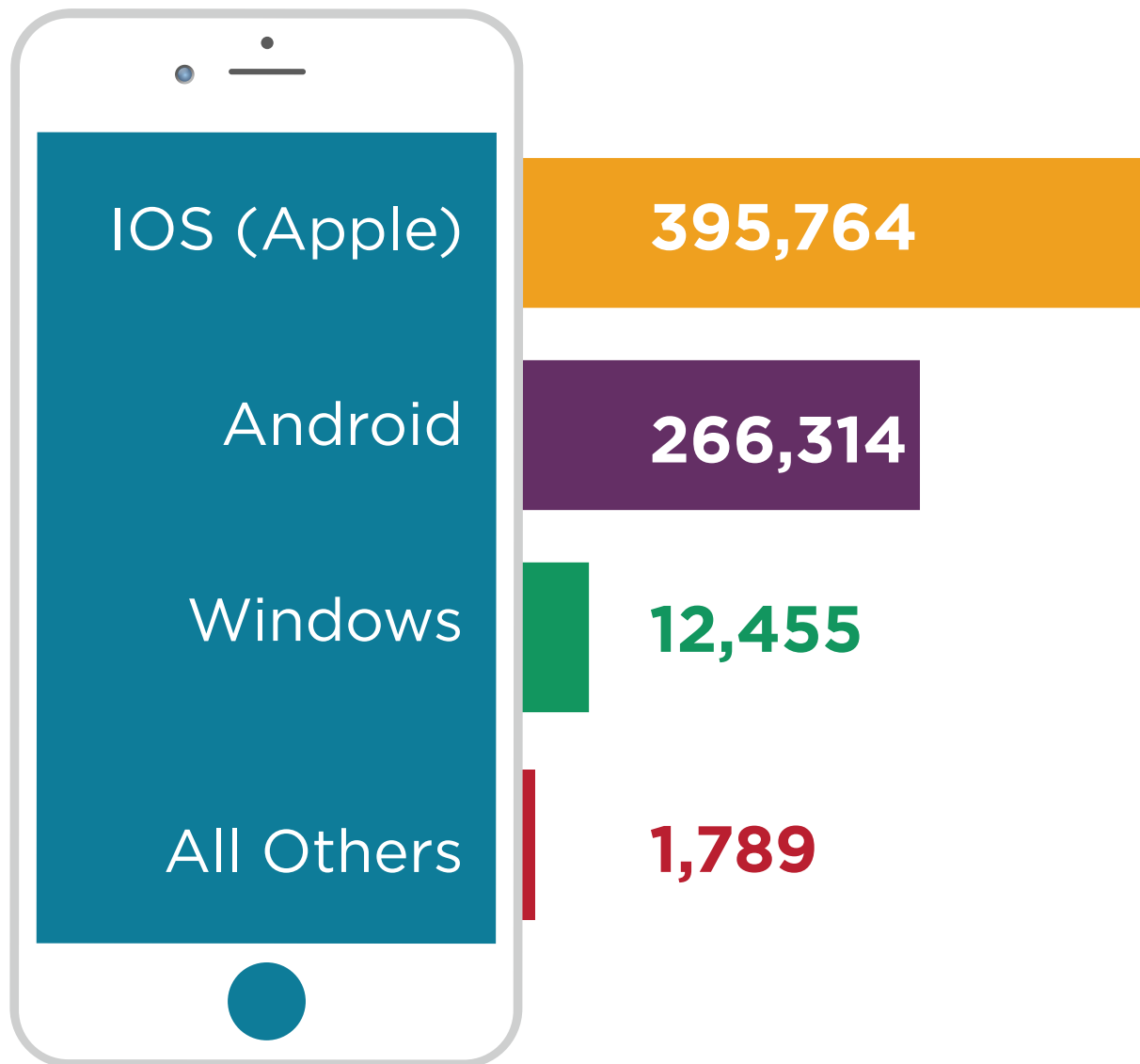
1,214

Scam Tracker Reports Published

MARKETPLACE CONNECTIONS

674,978

Business Profiles
Searched on
Mobile Devices



MARKETPLACE CONNECTIONS

338,308

Social Media
Mentions

8,336

Complaints
Closed

6,543

Small Claims & UD
Advisory Contacts

2,569

Mediations
Conducted

2,417

Media Mentions
(NP, Radio, TV, Online)

134

Investigations
and Ad Reviews

81

Autoline
Arbitrations

52

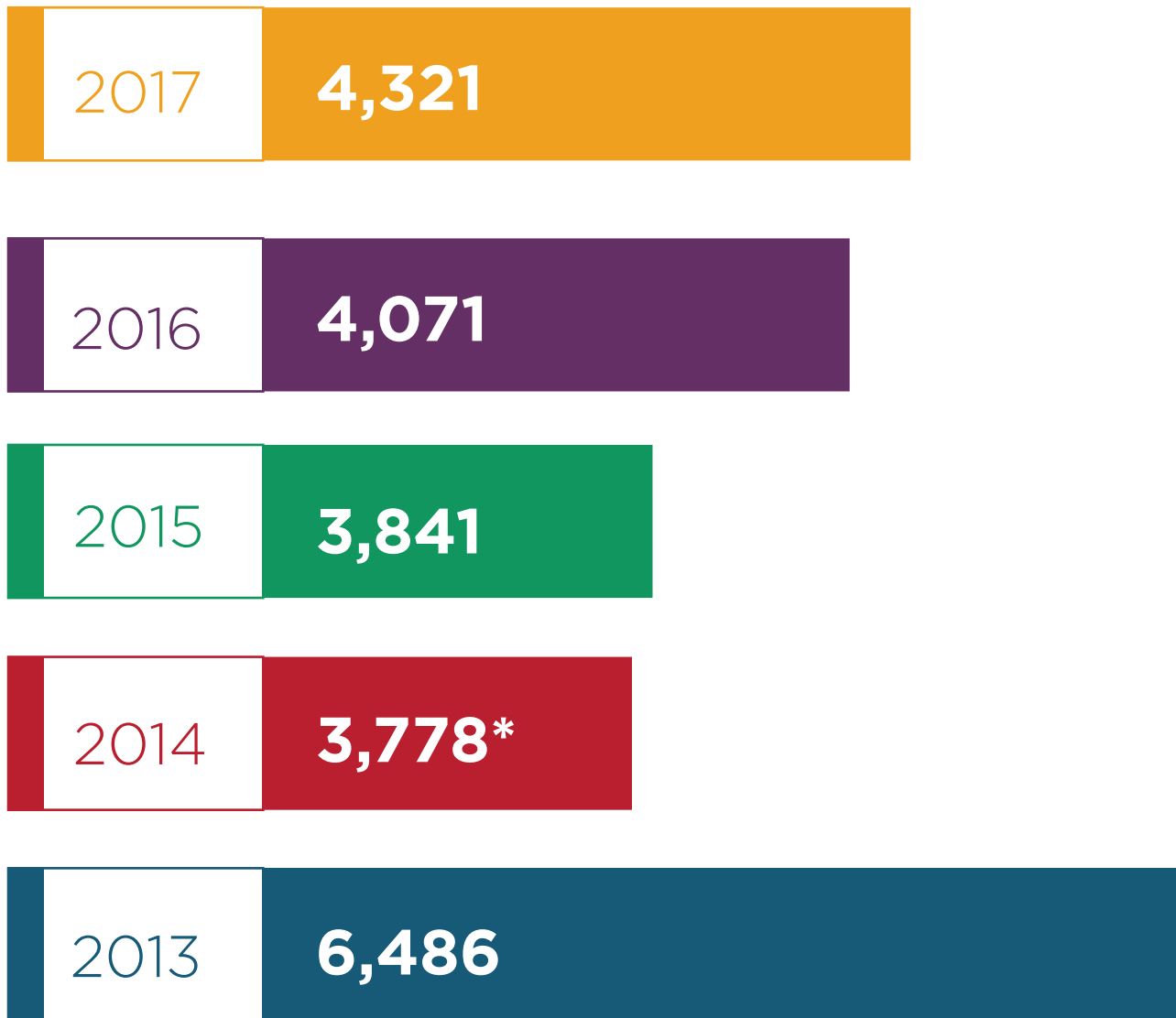
Trade Shows,
Events & Speeches

\$10,610,532

Amount Involved in Disputed Complaints

ACCREDITED BUSINESS ACTIVITY

Businesses Earning Accreditation



* 2,708 Inland Empire Accredited Businesses assigned to BBB November 15, 2013 were dropped during 2014 for not meeting accreditation standards.

ACCREDITED BUSINESS ACTIVITY

16,862

AB Online
Seal Clicks

4,745

Complaints
Closed

2,985

Online Dynamic
Seal Holders

1,716

“eQuotes”
Sent to ABs

865

BBB Logos Removed
From non-AB Websites

Our Mission:

BBB's Mission is to be the Leader
in Advancing Marketplace Trust.

ABOUT INDUSTRIES

Top 10 Inquired About Industries

Clothing - Retail	163,218
Online Retailer	159,042
Contractors - General	100,567
Roofing Contractors	37,125
Auto Dealers - New Cars	34,275
Plumbers	32,747
Electricians	29,504
Unclaimed Funds Retrieval Services	29,457
A/C & Heating Contractors - Commercial	28,224
Auto Repair & Service	25,701

Top 10 Complained About Industries

Online Retailers	975
Auto Dealers - New Cars	433
Auto Dealers - Used Cars	260
Auto Repair & Service	199
Clothing - Retail	171
Collection Agencies	140
Property Management	135
Restaurants	131
Hotels	122
Furniture - Retail	114

How Does BBB's Dynamic Seal Influence Purchasing Decisions?

87%

of consumers are willing to buy products and services from a BBB Accredited Business vs. an unaccredited business if both have the same A+ rating and high value price.

81%

of people who are familiar with BBB's letter grade ratings are more likely to purchase from a business that has a high BBB letter grade.



Add BBB's Dynamic Seal to your website. Use it in your advertising. Display it on your store front and on your vehicles. Promote that your business meets strict BBB Standards for Trust.

*Survey results are from a 2014/2015 Nielsen "Consumer Journey Survey" of U.S. consumers commissioned by the Council of Better Business Bureaus (CBBB).

Are New Customers Important to Your Business?

Request-A-Quote

From
Companies
You Can Trust!

Of course new customers are important to your business. BBB Request-A-Quote is a lead generating program to connect Accredited Businesses with prospective customers who are interested in your products and services.

Give Your Satisfied Customer the Opportunity to Say “Thank You”

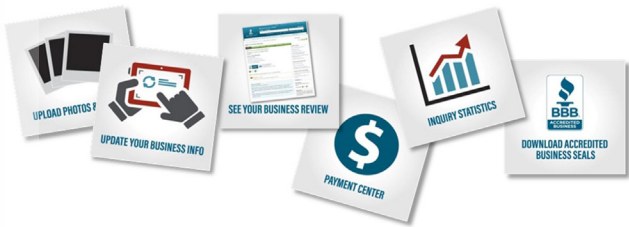
Read & Submit

a Review

Customers go online constantly, and they look for customer reviews to help them decide whether to hire or buy from a business. Ask your customers to post their review for you the easy way with BBB Customer Reviews.

For more information and assistance regarding Request-A-Quote and Customer Reviews, call 800.675.8118 ext. 5 for the Business Services Team.

Increase the Power of Being a BBB[®] Accredited Business by Using the Business Portal!



Gain a competitive edge with these and more BBB “value added” benefits. It’s never been easier to take advantage of your BBB programs and services than when you login to your BBB Accredited Business Portal to manage your account.

Boost Your Business’s Marketing Intelligence Through StreamPage

This BBB “Business Intelligence Report” provides Accredited Business with significant information that can help businesses with their online presence. This data can help Accredited Businesses with their online marketing efforts. The newly enhanced “Business Intelligence Report” analyzes how areas of your BBB Business Profile are performing based on consumer activity, and point to where you may want to focus marketing attention.

Through “ASK ME,” BBB provides each Accredited Business direct access to their BBB rep who is ready to assist them with their inquiries and questions.


For more information and assistance regarding your Business Portal and Streampage, call 800.675.8118 ext. 5 for the Business Services Team.

BBB[®] BUSINESS PROFILE

BBB ACCREDITED BUSINESS PROFILE

Business Name [Request a Quote](#)

Overview | Reviews & Complaints | Request a Quote | BBB Accreditation



Business Address

[WEBSITE](#)

See More Contact Options

[Find a Location](#)

BBB File Opened: 11/15/1990
Business Started: 01/01/1974
Business Started Locally: 01/01/1974
Business Incorporated: 01/28/2003 in CA

Type of Entity
Corporation

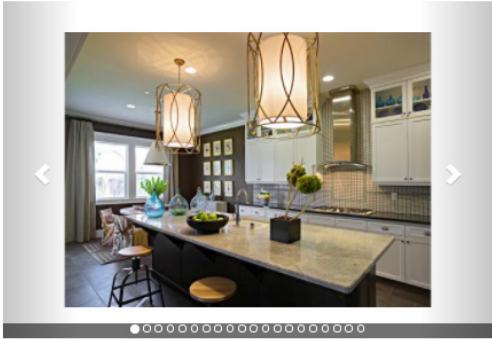
Overview

Let's socialize: [f](#) [t](#) [in](#) [i](#)


BBB Reason for Ratings


BBB rating is based on 13 factors. Get the details about the factors considered.

Business Profile



Business Profile





BBB ACCREDITATION SINCE 12/27/2012

A+

[BBB Rating System Overview](#)

Customer Review Rating: 0

There are **NO** reviews for this business. Be the first to leave a review!

This business has no complaints filed.

[REQUEST A QUOTE](#)

Share your experience

[SUBMIT A REVIEW](#) | [SUBMIT A COMPLAINT](#)


[Share](#) [Print](#) [Like](#)

This content is provided by the business and may contain advertising. BBB does not review or endorse this content.

Tweets by

[How to Build a Herringbone ... Use basic home improvement ... hgtv.com](#)

Jan 14, 2018



[Embed](#) [View on Twitter](#)

Hours of Operation:
Open Daily - Call

BBB Reports On

- Licensing
- Advertising Review
- Government Actions
- Out of Business
- Misuse of Better Business Bureau Name/Logo
- Bankruptcy
- Mail Returned

BBB's Business Profiles have been redesigned to optimize the user's experience. This new design puts more of the information consumers are seeking front and center. Customer engagement is encouraged with easily accessible "Request-A-Quote" and "Submit A Review" buttons. Each Business Profile clearly delineates a business that is BBB Accredited with the Accredited Business Seal displayed on the top-right above the business' BBB letter rating. Check out your Business Profile at BBB.org

Better Business Bureau®

Serving Central California & Inland Empire Counties

Trust always matters.
BBB is deeply committed
to building and advancing
a better marketplace, a
trusted marketplace for all.



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