ANNUAL REPORT
2013

The gears have been turning at the Better Business Bureau. Here’s what we’ve been up to...

10,937 Local Businesses Support BBB

3.5 M Website Visits +32%

137K Accredited Business Directory Requests +34%

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22K Complaints Closed
70% of Complaints Resolved

Over $180K Saved by Businesses Using BBB’s FedEx Discount

160,775 People Impacted by BBB Presentations & Events

8,300 Requests for Quotes Sent to BBB Businesses

79 Investigations

198 Advertising Review Cases Closed

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2013 Board of Directors

Our Vision
An ethical marketplace where buyers and sellers can trust each other.

Our Mission
BBB’s mission is to be the leader in advancing marketplace trust by creating a community of trustworthy businesses, setting standards, encouraging best practices, celebrating marketplace role models, and denouncing substandard marketplace behavior.

Our Standards

1. Build Trust
2. Advertise Honestly
3. Tell the Truth
4. Be Transparent
5. Honor Promises
6. Be Responsive
7. Safeguard Privacy
8. Embody Integrity

Purpose

Chair - Rick Dircks; Dircks Moving & Logistics
Vice Chair - Brian Holt; Y. Sofuku
Treasurer - Brian Burt; Snell & Wilmer, LLP
Secretary - Gary Bonham; Desert School Federal Credit Union
Immediate Past Chair - Lee Scanzano; Cox Communications
President - Matthew Fehling; BBB
Peggy Bakers; Salt River Project
Ken Bonham; Lucid Agency
Mike Burt; Wells Fargo Bank
Rion Cohen; KDC Broadcasting
John F. Cullen; US. Postal Inspection Service
Joe Dean; Dean Enterprises
Julia Doolittle; The Bitmore Bank of Arizona
Jim Dorsey; Dorsey Service Center
Chief Doral Garza; Phoenix Police Department
John Harkens; (ARAC); Phoenix’s Westin States
Jim & Auto
Tom Higgins; Sun Devil Auto
Bob John; Quality Transmission Service, Inc.
Joe Kelly; Trial Consulting Group
Tony Kedans; III
Marty Laurel
Tom Licurgo; Ashley Furniture Homestores
David Lozano; Wells Fargo Bank
Gary Ong; Asian Grill Restaurants
Chris Pankow; Greater Phoenix Economic Council
Eleanore E. Riley: arizonaINTEGRATED
Adam Shap; Botanica
Gerald L. Smithson; JLS Consulting
Jim Sollenberger; Cun Financial Group, Inc.
Bill Verdini: ASU / W.P. Carey School of Business
Gary Volkenant: Pinnacle West Capital Corp/APS
Independent Legal Counsel
Andrea Lockett Rylee; Cartels & ApplinWhite

YAVAPAI COUNTY ADVISORY COUNCIL
Chair - Maria Chavira, Blue Cross Blue Shield
Vice President - Larry Seway; Heritage Home Corporation
Treasurer - Bill Verdin; Arizona State University
Secretary - Matthew Fehling; BBB
Joseph Cartwright; Phoenix Home Builders
Joe Dean; Dean Enterprises
Jim Dorsey; Dorsey Service Center
Tom Fannin; Coldwell Banker
William Fennell; Community Volunteer
Jerry Hall; Community Volunteer
Dean Bernet; Wells Fargo Bank
Gary Volkenant; Pinnacle West Capital Corp/APS
Mike Wagner; Shasta Industries, Inc.

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