

Winter 2013

Outlooks

THE FUTURE
IS NOW

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Jeff Stelnik

Gov. Parris
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TucsonChamber.org

WHAT'S INSIDE:

Feature Article: Outlooks –
The Future is Now

/ We Never Get a Second Chance
to Make a First Impression

/ Biz Toolkit: How to Create
a Social Media Policy



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chairman's message

Bruce Dusenberry
Chairman of the Board
President, Horizon Moving Systems, Inc.

Big Challenges Remain in the New Year

Most of us can agree that the economy is showing hints of recovery, but that overall it remains sluggish and flat. Small businesses are patiently awaiting an economic rebound and are looking for lifelines that will sustain them until more robust economic growth returns. Locally, there is more we can do to create jobs and improve the quality of life in Southern Arizona.

The major issues facing business today are the areas of attention for the Tucson Metro Chamber.

Small Business Helping small businesses remain solvent and position themselves for growth in 2013 remains the Chamber's top priority. The Small Business Growth Committee and Chamber staff have again teamed for a robust four-point program of work to support small business.

- Discounts on office supplies, workers comp insurance and HR services help small businesses cut expenses
- Events designed to open new business relationships create new business development opportunities
- A new CEO roundtable program will help small business CEOs share experiences and take advantage of ideas to improve operations
- The Small Business Growth Series has a lively and relevant agenda of workshops and seminars designed to help small businesses compete more effectively

Public Policy The Chamber's quest to improve the public-private interface will continue in 2013. We need elected leaders who understand business, who remove impediments to business growth and who consider the economic impact of their decisions as well as the environmental impact. The Chamber will continue its dialog with city, town, county and state officials to ensure government does what it can to encourage the power of free enterprise to flourish in Southern Arizona.

Economic Development In 2012 the Chamber successfully introduced a local preference for City of Tucson purchasing practices. We are pursuing a similar measure with the County. We also anticipate the successful introduction of a Business Bill of Rights with both the City and the County in early 2013. The Chamber has worked with elected and appointed leaders to maximize remaining opportunities connected to the Rio Nuevo TIF District so that Tucson will ultimately have the attractive and vibrant downtown it deserves. And the Chamber's support for Proposition 409 to repair our deteriorating streets was instrumental in its passage.

Education If we are going to grow our existing businesses and attract 21st-century companies to our community, we need a workforce that will support these efforts. The Chamber's Education Committee has a multi-point program in place to align classroom curriculum with employer needs, to promote higher levels of literacy by third grade, create scholarships and ensure the dissemination of accurate and relevant education metrics.

Community Improvement The Chamber's First Impressions program is currently in the funding stage of a \$350,000 landscaping, arts and cultural improvement of the six-tenths of a mile of Tucson Blvd. from Tucson International Airport to Valencia Rd. This stretch of roadway is our region's "first impression" and it needs serious improvement. Chamber leadership will help get the job done and add one more asset to what our area offers residents and visitors alike.

So be a part of the Chamber in 2013 and always. These kinds of important programs don't "just happen". They happen because caring and courageous business leaders come together to make them happen.

Bruce Dusenberry
Chairman of the Board
President, Horizon Moving Systems, Inc.

Executive Committee

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Horizon Moving Systems, Inc.

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United Way of Tucson and Southern Arizona

Robert Ramirez
Vantage West Credit Union

Cody Ritchie
Crest Insurance Group

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Golden Eagle Distributors, Inc.

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IBM

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The Chamber Edge
Tucson Metro Chamber
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president's message

Michael V. Varney
President & CEO

2013 – Let's Play "What If"

Every so often it's fun to consider what life would be like if we envision what "could be". The same is true for business and our local economy. So here is my wish list for business and community in 2013 and beyond.

#1 What if Southern Arizona became fully engaged in regional collaboration? Can you imagine what we could do as a community if we all pulled together behind a common agenda to improve our economy, capture regional opportunity and streamline the creation and management of our infrastructure? Doing so is possible if egos are checked at the door and public and private leaders can truly put the good of the community ahead of personal power bases and selfish interests. Other regions have done this and we can, too.

#2 What if we retain the \$70 million in taxes we currently send to the general fund in Phoenix? State tax codes currently call for the sharing of state tax revenues based on incorporated areas. The large number of residents who live in unincorporated Pima County are not counted when the state returns shared revenue to our area. Incorporating areas like the Foothills would be huge for us. Whether annexed into the City of Tucson or into a neighboring township, counting this population would allow our region to capture and use more than \$70 million in state tax revenue that currently makes a one-way trip to the general fund in Phoenix. \$70 million fixes a lot of roads, improves a lot of schools and parks and increases public services we all depend on.

#3 What if our graduation rates were above the national average? I hear a lot about workforce challenges during my ongoing listening tour with company executives in Southern Arizona. The key to solving workforce issues is graduating a higher quality student. The listening tour has also made it crystal clear that solving the "better education" riddle is very complex. Several states have recently increased the number of instruction days in the year, introduced merit pay systems for teachers, increased school choice and taken all kinds of novel approaches to try "out of the box" strategies. It's time we take a "whatever it takes" approach here in Southern Arizona. Funding is part of the equation, but there is much we can do that has nothing to do with money.

#4 What if Southern Arizona leads the state in employment? One of the best indicators of a vibrant local economy is the number of citizens who are working and taking home paychecks. Sure, there are other indicators, but employment numbers mean the most. It would be great if every job in our community paid six figures and was filled by PhD grads. But that's not reality. When unemployment is around 7-8%, we need jobs of all kinds just to get our neighbors back on a payroll. We need construction workers, waitresses, graphic designers, sales representatives, administrative assistants, nurses, welders, car mechanics and hundreds of other jobs. To get there, we should examine what we do to promote retention of current businesses and what we do to promote (or impede) the commencement of business opportunities from new companies. ALL businesses should be encouraged to be a part of our local economy.

#5 What if we don't let "perfect" be the enemy of "good"? Odds are good that you didn't ace every exam you took in school, but 1.000 if you played baseball or hit every note when you learned to play the piano. But you still received a good education, succeeded in baseball or learned to play the piano. Perfect should never be the enemy of good. That includes growing our community. Renewal sometimes means replacement. Sometimes change means welcoming new opportunity despite minor perceived imperfections. Without renewal we age and decay. Let's embrace new. Let's embrace better. Let's overlook what's not "perfect" and go for what is "good". The phrase, "greatest good for the greatest number of people" does not include the word "perfect". It includes the word "good".

Michael V. Varney
President & CEO

Robert Medler
Vice President of
Government Affairs



New year, same people, same things?

Survive the election ✓ Enjoy the holidays ✓ Start a new year ✓

It's time to get back up to speed in the world of all things government. With Congress back in session, the Legislature starting and the local municipalities beginning to plan for their fiscal year 2014 budgets, the pace of government affairs and public policy has gone from zero to 100 seemingly overnight.

After billions of dollars were spent during the election, very little changed. The president was re-elected and the previous majority parties remain the same. This year, look for a host of issues to come into the limelight: taxes (obviously), immigration, education, healthcare and entitlement programs to name a few. Yes, it will be constant. Yes, little will actually change. But the networks and pundits will eat it up. As for Arizona, we are in an interesting position. Collectively our delegation has little seniority. When the cuts begin and the funding that remains is handed out, let's hope they can set aside differences, work together and push for federal funding for Arizona.

For the first time in almost a half-decade, the state of Arizona has a budget surplus. In the two months since the election, legislators I've met with are asking about non-monetary bills in which the Tucson Metro Chamber has an interest. The key words are "non-monetary". I read this as an important signal that not much is going to change at the Capitol. Even with the moderation of the Legislature, the leadership is still going to control the budget process tightly. The budget will probably pass on party lines, if not very close to them. What will be interesting to watch is how the two parties work together. Republicans are not a solid block anymore. If one of the factions peels away, Republicans will have to lure Democrats to the table to get things done. My call on how the session will play out: Lots of small bills will pass; the budget will reinstate funding to a few programs; the bulk of programs will remain the same and dollars will be put away for another day.

Locally, I have one word to describe 2013: **interesting**. Pima County is considering floating a bond package aimed at economic development. With a focus on aerospace, defense and transportation around the airport and Raytheon, in some circles it's already coined as the "Raytheon bonds." I wonder how the company feels. Did anyone actually talk to them about their needs?

It's election year for three members of the City Council. Since Tucson is the only city in the state that still has partisan elections for its council members, get ready for party politics. With the passage of Prop 409, citizens have spoken – they want better roads. Will this lead the city to adjust the budget so more roads will be maintained? Will HURF be used in a stricter manner than previously? Revenues are coming in slightly higher than expected. What will the Council decide to do with the increased revenue?

But the real question is who will challenge the incumbents? Councilmember Uhlich won four years ago by 175 votes. It's no secret Councilmember Kozachik is not the darling of the Republican party. Will they run a primary challenger? His constituents seem to like him. If there is a Democrat challenge in the general election, will registered Democrats vote for him or her? Councilmember Fimbres won decidedly four years ago, but he was on the wrong side of Prop 409. Will that hurt him?

Stay tuned. If 2013 were a new TV show, we'd be talking about the Emmy Awards already.

Robert Medler
Vice President of Government Affairs

VALUE PROPOSITION

The Tucson Metro Chamber provides area business owners and executives with a unique mix of products, services and advocacy to help them grow their businesses and build a better community.

CORE FUNDAMENTALS

1. Promote a strong local economy
2. Provide opportunities to help you build relationships and increase access
3. Deliver programs to help your business grow
4. Represent and advocate on behalf of business
5. Enhance commerce through community stewardship
6. Increase public awareness of your business
7. Provide symbols of credibility

TOP FIVE PRIORITIES PROGRAM OF WORK SUMMARY

1. Super-Serve Small Business
2. Government Affairs
3. Economic Development
4. Education
5. Community Affairs

“Through our membership we have gained excellent exposure and networking opportunities within the Tucson business community. It's beneficial not only from a potential business standpoint, but also great to learn more about how Tucson is growing and providing opportunities for small business.”

—James Matthewson,
Sales and Marketing Director,
ACH Retirement Plan Consultants, Inc.



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Stanley Steemer

New Tools to Attract Jobs in the City of Tucson

Chris Kaselemis
Program Director, Economic Initiatives
City Manager's Office, City of Tucson



On June 5, 2012, the Mayor and Council approved four new economic development incentives and a streamlined process to apply for them. In six months, four projects have come forward to use these tools for developments that will all bring new jobs to our city including a project at One East Broadway, the attraction of American Tire Distributors, Inc. and the expansion of BE Aerospace Super First Class.

The **Primary Jobs Incentive** seeks to attract or create new high wage jobs in competitive industries. Projects must create at least 25 jobs that pay average wages of at least 150% of the average Tucson wage, invest at least \$5 million into facilities and pay 75% of employee health premiums. The incentive allows the developer to use 100% of sales tax on construction toward qualifying public infrastructure expenses or impact fees and provides a waiver for all building permit fees.

The **Government Property Lease Excise Tax (GPLET) Incentive** reduces a project's operating costs through an eight-year property tax abatement. The incentive can be used on projects within the City's new Central Business District (See map at <http://tucsonaz.gov/tcbd.pdf>) where there is an anticipated increase in property values of at least 100 percent.

The **Tucson Community Development Loan Fund** is a low-interest rate loan backed by the City's annual HUD allocation of Community Development Block Grants. The projects that best fit this fund are those that create jobs for low-to-moderate income persons at the rate of one job for every \$50,000 borrowed and require gap financing of between \$2 and \$10 million dollars.

The **Site Specific Sales Tax Incentive** enables project-generated tax revenue to fund project improvements, and is a good fit for retail developments.

To apply for any of these four incentives, developers first engage in a pre-proposal review with the Economic Development Office. Next, Mayor and Council must give direction to allow an applicant to formally apply for one or more incentives. All of the applications will then undergo an independent economic impact analysis. These review and analysis steps ensure that financial benefits provided by the City do not exceed those created by the project and that the project meets other important criteria. During the final step, Mayor and Council will review the economic impact analysis and determine whether to approve the incentive. The City is encouraged that four projects have either been approved for or are in the pipeline to receive one or more of these incentives.

These programs are part of a platform of over 20 tools, incentives and process changes that the Mayor and Council have established to provide financial benefit, regulatory relief, and streamlined development review for businesses and property owners. Most of these incentives are available "by right" based on geographic location and project specifications. These can be viewed at the City's new zoning and incentive district location tool, ZoomBiz, which can be found at <http://maps.tucsonaz.gov/zoomBiz>. For more information, go to the City's Business web page, www.tucsonaz.gov/business and click the "How Do I Find Incentives and Programs" tab.



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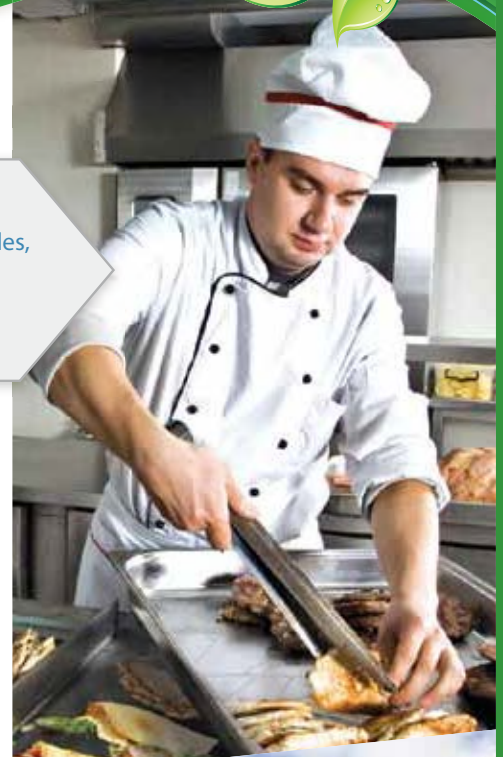
\$15/therm up to 50% of system cost



Commercial Equipment Rebates!

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Up to 50% on qualifying equipment



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Office of University Research Parks

Bruce A. Wright
Associate Vice President
University Research Parks



The mission of the UA Office of University Research Parks (OURP) is to promote technology innovation and commercialization and to support the growth of technology companies in Southern Arizona. The office, under the leadership of Associate Vice President, Bruce A. Wright, manages the UA Tech Park, UA Bio Park and the Arizona Center for Innovation.

Purchased in 1994 from IBM, the UA Tech Park is nationally recognized as one of the premier university research parks in North America. In its 19 years of operation, the Tech Park has experienced 96% growth in new companies, 60% growth in the number of employees on-site and has on average added 250 jobs per year to the Tucson economy.

The UA Tech Park contributes \$2.7 billion annually to Pima County's economy and is one of the region's largest employment centers hosting more than 50 business and educational organizations that employ over 7,000 people. The Park is home to six Fortune 500 companies: Canon, Citigroup, IBM, Oracle, Optum RX (United Healthcare Group) and Raytheon.

The Park is also home to **Vail Academy and High School**, a K-12 school operated by the Vail School District and **UA South** an extension campus of the University of Arizona serving non-traditional students. More than 650 students from kindergarten through college attend class on-site.

The UA Tech Park is developing its expertise for industry testing and evaluation through two key initiatives: the **Solar Zone** and the **Border TEC** program. The Solar Zone brings different aspects of the solar industry together in a supportive environment for generation, manufacturing/assembly, research and development, education and public demonstration. Border TEC is a program to provide independent testing and evaluation for border technology companies using industry and university experts to develop and create evaluation standards and analysis.

The 65 acre **UA Bio Park** is centrally located at 36th Street and Kino Parkway. The Bio Park is part of a broader development

project called The Bridges, that encompasses 350 acres of residential, retail and research uses. Infrastructure improvements at the Bio Park were completed in summer of 2012 and it is now development ready. The Bio Park is master planned to include university uses, laboratories, limited manufacturing, office and hospitality.

The Bio Park is part of a broader strategy that engages the surrounding neighborhoods as well as greater Tucson in technology development and career opportunities. The Bio Park will be home to ESTEEM High School (Excellence in Science, Technology, Engineering, Entrepreneurship and Math). This innovative high school is a joint effort of the Joint Technology Education District (JTED) and Tucson Unified School District (TUSD). The Bio Park will also host the **Pathway to Discovery**, an interactive, science garden along the perimeter and interior of the Park. The Pathway to Discovery will celebrate the history of science and technology in the state of Arizona dating back to the Hohokam with a special focus on discoveries from the University of Arizona.

The **Arizona Center for Innovation** (AzCI) is a technology innovation center and business incubator located at the UA Tech Park. AzCI promotes technology development and commercialization by helping local entrepreneurs and inventors transform their ideas and discoveries into successful companies.

AzCI has served more than 60 companies since opening in 2003. More than half of those companies have been University of Arizona affiliated. The innovation center has worked with more than 350 entrepreneurs last year in fields as diverse as biotechnology, information technology, optics and new materials.

The Office of University Research Parks is dedicated to building the technology economy in Southern Arizona. If you would like more information about OURP, please visit our website at www.ourparks.arizona.edu.



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November 2012

49 YEARS

AAA Arizona Automobile Association

46 YEARS

Evergreen Mortuary Cemetery & Crematory

41 YEARS

University of Arizona Business Affairs

37 YEARS

Arizona State Credit Union

35 YEARS

Diversified Design & Construction, Inc.
Pima Air & Space Museum

33 YEARS

Atlantis Cooling & Heating, Inc.
Wilford Construction Co.

31 YEARS

Contact One Call Center

30 YEARS

Quarles & Brady, LLP

29 YEARS

Pima Federal Credit Union

27 YEARS

The University of Arizona Medical Center

25 YEARS

Freeport-McMoRan Copper & Gold, Inc.

22 YEARS

Jim Click Nissan

21 YEARS

AmeriPride Linen & Apparel Services
Andy's Door & Lock Service
Sonora Investment Management

19 YEARS

Casino del Sol Resort & Conference Center

18 YEARS

Formula One
RW Strunk Excavating, Inc.

16 YEARS

Kachina Business Solutions
Stanley Steemer

15 YEARS

Central Arizona Project
Cracker Barrel
Desert Pueblo Mobile Home Park

14 YEARS

Batteries Plus (Wilmot)
Batteries Plus (First Ave.)

Boy Scouts of America Catalina Council
Breault Research Organization
The Solar Store

13 YEARS

Border States Electric Supply
Envirosystems, LLC
Fishkind, Bakewell, Maltzman Eye Care & Surgery Center
Metropolitan Tucson Convention & Visitors Bureau

12 YEARS

CTI, Inc.
Fellowship Square Tucson New Beginnings
Treatment Center, Inc.
Tucson Industrial Realty, LLC

10 YEARS

Aramark Corporation
Bob's Automatic Transmission
Le Rendez-Vous
Madaras Gallery

8 YEARS

Arquitectura, Ltd.
Funeraria Del Angel
La Paloma Property Owners Association
The Temp Connection
Tierra Antigua Realty
Turner Laboratories
Wells Fargo Private Client Services

7 YEARS

Lyra Done Realty, LLC

6 YEARS

D.M. Lovitt Insurance Agency
Four Points by Sheraton
Tucson Airport
Latitude Catering

5 YEARS

Chick-fil-A at El Con
Heinfeld, Meech & Co.
Pima County JTED
Union Pacific Railroad
Wayland Baptist University

4 YEARS

Able Distributing
Arbor Education & Training
Arizona Association of Community Managers
Biz Tucson Magazine
Empire Beauty School

3 YEARS

DVA Consulting
Homewatch CareGivers of Tucson

Re-Bath
Soaring Heights Communities at Davis-Monthan
Transportation Logistics Management, Inc.

2 YEARS

California Pizza Kitchen
Chico's Moving Company
Culver's of Tucson
Sunset Custom Homes, Inc.

The Cleaning Authority

1 YEAR

Ace Casino Equipment
Always Open & Shut
Garage Door Service, LLC

Apriori Beauty
Arizona Department of Transportation
BizziBiz

Cafe a La C'art
Coventry Health Care - First Script Network Services

Exodus Community Services, Inc.
FastMed Urgent Care
Foothills Luxury Sedan
Fourth Avenue Merchants Association

FranklinCovey
Literacy Connects
Management by Design
Microbusiness Advancement Center
Ronald McDonald House
Charities of Southern Arizona
Safeguard Tucson
Southern Arizona College Funding Solutions
Southwest Fiberglass, LLC
Sweet P's Skin Care
Top Gun Realty
Vistage International, Inc.

October 2012

50 YEARS

Mi Nidito Restaurant

49 YEARS

Culligan Water Conditioning

47 YEARS

The Jim Click Automotive Team

45 YEARS

Central Alarm, Inc.

35 YEARS

Regier Carr & Monroe, LLP

31 YEARS

Arizona Theatre Co.

28 YEARS

Northwest Medical Center

26 YEARS

Flowers-Rieger & Associates, P.L.L.C.

25 YEARS

Enterprise Rent-A-Car
Hilton Tucson East

23 YEARS

CNN Realty Services, LLC
Office Depot, Inc.

22 YEARS

Diamond Ventures, Inc.
Mission Palms Luxury Apartments

20 YEARS

Arizona Pest Control Co.
The Gaslight Theatre
Richmond American Homes of Arizona, Inc.

19 YEARS

Intuit
Southwestern Building Maintenance
Tucson Orthopaedic Institute

18 YEARS

MJN Enterprises, Inc.
Pattison Evanoff Engineering

17 YEARS

Meritage Homes
Tuller Trophy Factory

16 YEARS

Courtyard by Marriott - Williams Centre
ManorCare Health Services

15 YEARS

Lang Wyatt Construction
Pima County Attorney Bad Check Program
Reddy Ice Corporation

14 YEARS

Humane Society of Southern Arizona
Lloyd Construction Company, Inc.
Red Lobster

13 YEARS

Ben Bridge Jewelers
Dusty Duds Excavation, Inc.
Rammed Earth Development, Inc.

12 YEARS

1st Choice Logistics
Arizona Small Business Association, Inc.

11 YEARS

Kino Sports Complex

Women's Empowerment Partnership, Inc.

10 YEARS

ADT Security Systems - Tucson
Frog & Firkin
P.F. Chang's China Bistro

9 YEARS

Caruso's Restaurant
Firebirds Rocky Mountain Grill
Larsen Baker, LLC
Main Gate Square/Marshall Foundation

8 YEARS

Chapman Management Group
Eliot Management Group
Heartland Hospice
Office Depot, Inc.
Residence Inn by Marriott
Tucson Williams Centre
Tucson Convention Center

7 YEARS

The Caliber Group, Inc.
Edward Jones
Lodge on the Desert
P & M Drywall, Inc.
Therapeutic Riding of Tucson

6 YEARS

DeGrazia Gallery in the Sun
Desert Christian Schools
Ogletree, Deakins, Nash, Smoak & Stewart, PC
Swaim Associates LTD
Architects AIA

5 YEARS

Goldman, Walker & DiMarco
K & K Temporary Staffing

4 YEARS

The Fairfax Companies, LLC

3 YEARS

AZ Family Estate Sales & Appraisals
Desert Pro Commercial Cleaning, LLC
Geotemps, Inc.
Humane Society of Southern Arizona Adoption Center
Stargate West Apartments
Westland Resources, Inc.

2 YEARS

Tucson Tamale Company
Walgreens

1 YEAR

Alphagraphics Palo Verde
American Family Insurance

American Red Cross
Southern Arizona
Chapter
Arizona Homestead
Longterm Care
Solutions, Inc.
Arizona Waste Oil Service,
Inc.
August West Audio Visual
BNI - Business Network
International
Community Food Bank of
Southern Arizona
Community Partnership
of Southern Arizona
Creative Document
Systems
Envirotec
Genesis Natural Medicine
Center
I.M.A. - EricMillerConsults.
com
Ingersoll Rand
Krikawa Jewelry Designs
Pepsi Beverages Company
Pfizer
Run Tucson, LLC
SunEdison
The Hearon Company &
Ashland Company
The S.M.A.R.T. Group
Tyler's Coffee

September 2012

48 YEARS
Omni Tucson National
Resort

43 YEARS
Merle's Automotive
Supply

41 YEARS
Arizona-Sonora Desert
Museum

39 YEARS
Doubletree by Hilton
Tucson - Reid Park

34 YEARS
Southwest Gas Corp.

33 YEARS
Gadabout SalonSpas
Volvo of Tucson

23 YEARS
SCS Engineers

21 YEARS
Aloft Tucson University
Len's Auto Brokerage

20 YEARS
Koty-Leavitt Insurance
Agency

19 YEARS
Ace Hardware

18 YEARS
Lovecare Co.

17 YEARS
Interior Trends Remodel
Our Family Services

16 YEARS
Micromex
The University of Arizona
Foundation

15 YEARS
H & R Block
Holiday Inn Express

14 YEARS
Concord Companies, Inc.
Grijalva Realty Corp.

13 YEARS
Casa de la Luz Hospice
The Mahoney Group
Pioneer Pools
Tucson Urban League, Inc.

12 YEARS
Desert Building Material
Tucson Hispanic Chamber
of Commerce

10 YEARS
Merrigan's Arizona
Roadrunner
Peter Piper Pizza
Star Glass Company

9 YEARS
Frisby Insurance
Hallmark Business
Consultants, Inc.
Parsons Brinckerhoff
Perimeter Bicycling
Association of America,
Inc.

8 YEARS
Metropolitan Pima
Alliance

7 YEARS
Freedom RV, Inc.
Tucson Regional
Economic
Opportunities, Inc.

5 YEARS
Broadway in Tucson
Dental Village
Desert Sports & Fitness

Embassy Suites Tucson -
Paloma Village
Neptune Society
Snap Fitness 24/7
4 YEARS
Embry Riddle
Aeronautical University
- Tucson Campus
Extra Space Storage
Farmers Insurance and
Financial Services
Holiday Inn Express Hotel
& Suites - Tucson Mall

3 YEARS
MEB Management
Services
Quality Restoration
Staybridge Suites Tucson
Airport

2 YEARS
Fastsigns #52
The Hopman Group, LLC
Integrity Benefits Group
Latitude Associates
Peter Piper Pizza
Presidio Valuations, LLC
Southern Arizona Arts &
Cultural Alliance
The Acacia - A Boutique
Bed & Breakfast Inn

1 YEAR
5 Star Termite & Pest
Control, Inc.
88-CRIME, Pima County
Attorney's Office
A Bookkeeping Solution
Adam D. Technology
AdVision Outdoor
All Seasons Design

AT&T Services, Inc.
CERTEX
Creative Catering
The Desert Leaf
Fletcher Music Center
Graphic Impact
Gray Line Tours/Citizen
Auto Stage Co.
Habitat for Humanity
Tucson
Hospitality Ventures, LLC
Imus Wilkinson
Investment
Management
Kinetic Quality Water
KVOI
Marana Health Center
Pedata RV Center
David C. Preston CPA, PC
Proforma All Star
Marketing Solutions
Randstad
Remedy Intelligent
Staffing
Sherwin-Williams
Southern Arizona
Transportation
Museum
The Drawing Studio
World Ventures

New Members

Visit TucsonChamber.org for additional new member information.

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**Chesapeake Arizona
Investments**
P (520) 390-4357
**Commotion Studios,
LLC**
P (520) 760-6880
Cost Plus World Market
Del Lago Golf Club
P (520) 647-1100

**Intelligent Design Air
Conditioning and
Heating**
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**Lazarus, Silvyn &
Bangs, PC**
P (520) 207-4464
**Oscar Cury,
Independent
Consultant**
P (305) 763-0786
Pet Genius
P (520) 490-6651
**RE/MAX Excalibur Real
Estate**
P (520) 907-5759
Sedona Technologies
P (520) 990-3022
**Southern Arizona
Arabian Horse
Association**
P (520) 390-1766

October 2012

A Pro Restoration, LLC
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Arizona Family Thrift
P (520) 887-0645
**Arizona Greyhound
Rescue**
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Brushfire BBQ
P (520) 867-6050
Buffalo Wild Wings
P (520) 888-3184
**Commercial Carpet
Cleaning**
P (520) 297-4736
EPAC, LLC
P (520) 425-0920
**Forty Niner Country
Club**
P (520) 749-4000

Juan's Auto Repair
P (520) 294-4452
**Main Street Executive
& Employee Benefits, LLC**
P (520) 297-9156
**Oschmann Employee
Screening Services**
P (520) 745-1029
Restaurant Depot
P (520) 882-4841
**Rodan + Fields
Dermatologists**
P (520) 444-8158
Shred-It
P (520) 300-0865
Smashburger
P (602) 616-0983
**Sundown Home
Repair & Contracting**
P (520) 331-5408

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P (520) 795-7777
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First/Tangerine
P (520) 531-8537
**Oracle/Rancho
Vistoso**
P (520) 741-2346
**Valencia/Midvale
Park**
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St. Mary's/Silverbell
P (520) 622-0944
**Esperanza, Green
Valley**
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Oracle/Limberlost
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Sixth Ave./29th St.
P (520) 741-2346

Walgreens

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Tanque Verde/ Catalina Highway

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Oracle/Ina

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Thatcher, Safford

P (928) 428-5059

Golf Links/Harrison

P (520) 296-0511

Tanque Verde/Sabino Canyon

P (520) 296-7133

First/River

P (520) 293-2990

22nd St./Craycroft

P (520) 790-4024

Grant/Swan

P (520) 325-1530

Speedway/Craycroft

P (520) 323-7590

Broadway/Houghton

P (520) 886-0837

22nd St./Alvernon

P (520) 745-0968

Broadway/Swan

P (520) 327-0045

Snyder/Sabino Canyon

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P (520) 296-0917

Grant/Alvernon

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Speedway/Pantano

P (520) 204-1006

Colossal Cave, Vail

P (520) 232-2763

Speedway/Country Club

P (520) 327-3445

Campbell/Allen

P (520) 325-3427

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Cortaro/Silverbell

P (520) 572-8565

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P (520) 648-2306

Valencia/Cardinal

P (520) 578-0076

Prince/Flowing Wells

P (520) 887-7113

Coachline/Twin Peaks

P (520) 744-1801

Ina/LaCholla

P (520) 297-0261

Valencia/12th Ave.

P (520) 294-0216

Dove Mountain

P (520) 225-0770

September 2012

Cartridge World Tucson

P (520) 544-4646

Champions Choice Insurance and Financial Services, LLC

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Children's Museum Tucson

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P (520) 577-0476

Funding Garage, Inc.

P (310) 853-3088

Gugino & Mortimer, PLC

P (520) 577-7171

Horse Tales Literacy Project

P (520) 622-3058

Nuanced Media

P (520) 261-7764

Pandora

P (520) 308-6667

Reproductions, Inc.

P (520) 622-7747

Southwest Conservation Corps - Sonoran Desert

P (520) 884-5550

StudyGroupIt, LLC

P (520) 850-0726

The Commercial Finance Group

P (602) 266-1144

Tucson Screammers - The Slaughterhouse

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Outlooks

THURSDAY, MARCH 21

Casino Del Sol Resort & Conference Center

5655 W. Valencia Road

THE FUTURE IS NOW

Outlooks is the signature “must see” annual business event in Southern Arizona. It is the business intelligence event of the year and it is where you will see all of the executive business decision makers from Southern Arizona.

This year, Outlooks will feature three expert speakers and a panel discussion. The event will be held the afternoon of Thursday, March 21 at Casino del Sol Resort and Conference Center.



T. Boone Pickens

“At Outlooks I’ll tell you what we can do to win back our energy independence.”

Energy production, energy availability and energy choices are becoming more and more important. They impact every aspect of our society from transportation to food costs, the environment and politics. Energy expert T. Boone Pickens, founder and CEO of BP Capital and author of the book, *The First Billion is the Hardest*, will share his insights about what we can do to conserve, adapt and prosper as energy economics and energy alternatives change.

Pickens is on a crusade to reduce our country’s crippling addiction to OPEC oil. *CNBC* has dubbed Pickens the “oracle of oil” for his uncanny knack of predicting oil price movements.



Dr. Ben Chavis

“I’ll explain my unique experiences and perspectives about education for you at Outlooks. I’ll also challenge the conventional and provoke new thinking about how we educate young people.”

What is the key to solving the education crisis in the United States? Is it more money? More teachers? More school choice? Changing the current culture of education?

Education expert Ben Chavis was born into the Lumbee Indian family of sharecroppers and attended Indian segregated public schools in North Carolina. Today he holds a PhD from the University of Arizona and has a rich history of education administration success. He is now “administrator emeritus” of the American Indian Public Charter School in Oakland, Cal., where the school went from being the lowest scoring middle school in the city to one of the top in the U.S. He is expanding his organization and launching two new schools. Currently, American Indian Model Schools is the highest-performing school system in the state of California.



Gov. Parris Glendening

“Smart Growth strategies are all about looking around the corner into the future and making the changes we’ll need then today. I look forward to seeing you at Outlooks.”

What is the best way for a community to grow when its residents want different lifestyles and different choices? What can Southern Arizona do to strike a balance between development and the environment? How do finite resources and generational differences play into the mix?

Find out what communities of the future will look like and how they will grow when former Maryland Governor Parris Glendening, now the president of Smart Growth America’s Leadership Institute and the Governors’ Institute on Community Design, shares “smart growth” research with you at Outlooks. Gov. Glendening has spoken before business groups, public planning groups and developers to highlight the factors that go into urban and regional planning. Smart growth is planned growth that considers all important factors such as land use, transit and sustainability policies to create an urban mosaic that lives cleaner, lives closer to work and lowers its overall energy requirements.



Kathy Mahoney



James Beckmann



Jeff Stelnik

Healthcare continues to be a lightning rod topic despite the passage of the Affordable Care Act. Who is responsible for funding healthcare? Individuals? Employers? The federal government? State government? How will the tug-of-war between states and the federal government be resolved? Will physicians continue to practice as they always have if their compensation is reduced for Medicare patients?

At Outlooks 2013, three experts will share their unique perspectives on healthcare issues in a provocative panel presentation and Q & A session. Learn about what your business needs to know to deal with healthcare issues and how these complicated issues are likely to be resolved.

Healthcare experts on the Outlooks panel include:

- James Beckmann, president and CEO of Carondelet Health Network
- Katie Mahoney, executive director-health policy, U.S. Chamber of Commerce
- Jeff Stelnik, SVP of strategy, sales & marketing for Blue Cross Blue Shield of Arizona

Healthcare is an issue you will be dealing with for years to come. Get the information you need. Get grounded. Get on top of your choices before it's too late.

Vital Information

Date: Thursday, March 21

Venue: Casino del Sol Resort and Conference Center
5655 W. Valencia Road, Tucson, AZ 85757

Schedule:

- Noon - 1:00 p.m. Tour exhibit area, enjoy walking lunch (included with ticket price)
- 1:00 - 2:40 p.m. Outlooks program, Part I
- 2:40 - 3:05 p.m. Intermission
- 3:05 - 5:05 p.m. Outlooks program, Part II
- 5:05 - 6:00 p.m. Cocktails and heavy hors d'oeuvres (included with ticket price)

Exhibits:

For information about exhibiting at Outlooks, contact Jason Cook at (520) 792-2250, ext. 137 or jcook@tucsonchamber.org.

Registration:

- \$69 for Tucson Metro Chamber members on or before March 15
- \$99 for non-members or members after March 15
- Register online by March 15 at www.tucsonchamber.org/outlooks
- If form of payment is other than credit card or if registering after March 15, call Jason Cook at (520) 792-2250, ext. 137 or come to the Tucson Metro Chamber offices at 465 W. St. Mary's Rd., Tucson 85701

Outlooks Testimonials

Alan Madison

Vice President of Operations,
Coventry Workers' Comp Services

"Outlooks is a great opportunity to hear from many deeply involved and "in the know" minds across the country. All Tucson leaders and educators benefit from the unfiltered views and inspiring stories of success brought forth by the speakers."

Christie Street

Managing Partner, Nextrio

"Outlooks 2012 exceeded my expectations. As a business owner I'm concerned about national, regional and local issues. As a business owner, Outlooks helps me be a better leader for my organization, helps my customers, hopefully grows my business, and more importantly it helps me become a more informed community member."

Richard Underwood

President, AAA Landscape

"In 37 years of business in Tucson, I have never seen anything to rival Outlooks 2012. It's a great networking opportunity and includes over-the-top speakers."

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How to Create a Social Media Policy

Deanna Conn
Partner
Quarles & Brady LLP
www.quarles.com/deanna_conn
(520) 770-8715
Deanna.Conn@quarles.com



Employee Social Networking and Employer Social Media Policies Can Lead to Liability

As new media, such as social media (e.g., Facebook, Twitter, LinkedIn, Pinterest), blogs and YouTube, continue to evolve, employers are faced with establishing policies that cover not only an employee's conduct in the traditional, physical workplace, but also an employee's work-related conduct in electronic forums.

FTC Amendments Could Lead to Employer Liability for Employee's Online Conduct

In 2009, the Federal Trade Commission (FTC) issued revisions to federal guidelines designed to protect consumers from deceptive endorsements and testimonials in advertising. The FTC's newly revised guidelines apply to endorsements made using new media, such as blogs, wikis (e.g., Wikipedia) and social media platforms. According to the guidelines, which are codified at 16 C.F.R. § 255, an endorsement is "any advertising message... that consumers are likely to believe reflects the opinions, beliefs, findings or experiences of a party other than the sponsoring advertiser." According to the FTC, employers may be subject to liability for false or unsubstantiated statements made through endorsements or for failing to disclose material connections between themselves and their endorsers. Moreover, if an employee's online statements on his or her blog or other new media site relate to the company's products or services and do not disclose the employment relationship between the employee and the employer, the employer may be held liable for false or unsubstantiated statements – even if the employee's comments are not authorized or even known by the employer.

Recent NLRB Decisions Relating to Social Media Policies Apply to Non-Union Companies

Recent pronouncements by the National Labor Relations Board (NLRB) indicate that even if you don't have union employees, you may still be subject to NLRB pronouncements relating to social media. The NLRB has held that a company policy prohibiting employees from making "disparaging" remarks on social media platforms was overbroad because it

might discourage employees from "organizing" to complain about employee conditions and wages. The NLRB also found that a prohibition against using social media on company time was overbroad because employees might not realize they were free to organize or communicate during lunch and other breaks.

How to Create A Social Media Policy

To minimize potential liability, employers may wish to consider the following for a social media policy, however specifics necessarily will vary depending on the company.

- If an employee comments on any aspect of the company's business, the employee must clearly identify themselves as an employee and include a disclaimer, such as "the views expressed are mine alone and do not necessarily reflect the views of (company's name)." Employees should neither claim nor imply that they are speaking on the company's behalf.
- Postings should not include company logos or trademarks unless permission is requested and granted.
- Postings must comply with copyright, privacy, fair use, financial disclosure and other applicable laws.
- An employee's use of social media is also subject to other related policies, such as policies addressing electronic communications, protection of confidential information or harassment and discrimination and notice should be made to that effect. If customer names are considered confidential and proprietary, the company might also prohibit employees from "friending" or linking to customers.
- If the company wants to own its official social media accounts, it should require employees to provide usernames and passwords for such accounts so that if an employee leaves or is terminated the company will have continuing access to those accounts.
- Based on recent NLRB decisions, it may be improper to prohibit employees from making "disparaging" remarks about the company on social media platforms. Further, it may be improper to prohibit employees from using social media on company time.

This area of the law is rapidly evolving. As a result, it is important to revisit social media policies frequently and consult your lawyer regarding company-specific policies.



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Bruce A. Wright
Associate Vice President for
University Research Parks

ORIGINALLY FROM: Santa Rosa, California

IN TUCSON AREA SINCE: 1971

EDUCATION: BA, Willamette University; Graduate studies, University of Arizona

FAMILY: Wife, Linda Wright; Daughters, Kristin Windtberg and Karin Greer; Grandchildren, Kaitlin and Andrew

PROUDEST ACCOMPLISHMENTS:

The birth of my daughters; serving as chief of staff to US Rep. Morris Udall; developing the UA Tech Park and establishing the Arizona Center for Innovation.

BIGGEST PROFESSIONAL CHALLENGE:

Managing a complete multi-dimensional organization with a diverse set of stakeholders.

**WHAT I WOULD SAY IN TWO MINUTES IF I COULD
SPEAK TO EVERYONE IN GREATER TUCSON:**

A high quality educational system at all levels is key to Tucson's success as a community.

TOP TWO THINGS ON MY BUCKET LIST:

1. Attend football game with the University of Arizona playing in the Rose Bowl.
2. Take a trip to India.



Jim Click, Jr.
President
Jim Click and Holmes
Tuttle Automotive Group

ORIGINALLY FROM: Pauls Valley, OK

IN TUCSON AREA SINCE: 1971

EDUCATION: Oklahoma State University, Bachelor of Science in Business

FAMILY: Wife, Vicki Click; Son, Chris Click; Daughter, Carrie Click

PROUDEST ACCOMPLISHMENTS:

I am most proud when I see people in our organization take the same career path as I have and become general managers in Jim Click Automotive. Additionally, helping San Miguel High School become a success story has been a wonderful experience.

BIGGEST PROFESSIONAL CHALLENGE:

Probably finding the right balance of work, family and fun.

**WHAT I WOULD SAY IN TWO MINUTES IF I COULD
SPEAK TO EVERYONE IN GREATER TUCSON:**

I would like to thank all the people in Tucson for how good they have been to our family and our dealerships. I am so grateful for their support in purchasing vehicles, parts and service over the last 40 years. This is a great community to raise a family!

TOP THREE THINGS ON MY BUCKET LIST:

1. Win a Grand Am race.
2. Spend more time with my granddaughter.
3. Spend more time at my ranch.

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Nextrio Innovation through Technology

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Darling Environmental & Surveying

31-75 Employees
SynCardia Systems

76-250 Employees
simpleview

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Dr. Bob Breault, Breault Research Organization



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- Networking opportunities with other members

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info@jimclickbpn.com



*Offers subject to change without prior notice; some restrictions apply; see dealership for details.



We Never Get a Second Chance to Make a First Impression

The gateway to Southern Arizona for four million visitors, tourists and business people a year is Tucson International Airport (TIA). The TIA terminal is a beautiful and efficient structure. However, driving from the airport on Tucson Blvd., the visual experience is very different for our guests.

That's why the Chamber's Community Affairs Committee has formed the **First Impressions** program. **First Impressions** is a sequence of projects to beautify Tucson, increase community pride and project the best possible image to the world.

The first project proposed under the **First Impressions** banner is a \$350,000 landscaping upgrade to the roughly six-tenths of a mile of Tucson Blvd. from TIA to Valencia Rd. This stretch of road is a poor reflection of what Tucson and Pima County promise beyond majestic mountains and temperate climate.

AAA Landscape has provided the Chamber's Community Affairs Committee presentation renderings and detailed landscape plans for the improvements. (See graphics on opposite page.) The resulting product will be a beautiful, inspirational and impressive mix of landscaping, arts and Southwest culture that say "welcome to our city". It will be the first and LAST impression many of our visitors have of our city and area.

"I am very pleased to serve as the chairman of the **First Impressions** project along with Colleen Edwards from Tucson Wholesale Appliance," states Richard Underwood, Tucson Metro Chamber board member and president of AAA Landscape. "Completing this upgrade will give every citizen of Southern Arizona something to be proud of and will make the most positive impression possible on anyone visiting our region."

AAA Landscape will provide labor at cost. Their suppliers will be providing plants, boulders, granite and other landscaping materials. Other groups like the City of Tucson as well as other civic and public entities are also involved. But that's not quite enough to get the job done.

"The **First Impressions** project will need a broad base of corporate and citizen support," says Underwood. "This is a project that will last us all a lifetime. It will be a sense of pride and a very positive statement about our community and its culture."

The **First Impressions** Committee is currently in the funding process. Efforts are underway to secure corporate support for the project. Major donors are important, but so are grassroots contributions. "If funding and other details proceed as planned, we'll start the improvements in the late summer or early fall. It is our intention to finish this project by the end of 2013," proclaims Underwood.

You can support the **First Impressions** program by sending a check made out to the First Impressions Project in the attached contribution envelope. Take pride in helping to create a finished product that will be both beautiful and inspirational. It will be a beautiful "welcome to our city" message to guests of all kinds. It will be the first AND last impression many people have of Tucson.



Richard Underwood
President, AAA Landscape



Current



CONCEPTUAL
LANDSCAPE

Proposed



STREETSCAPE SECTION



first
Impressions

TREE PALETTE

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2-4" COLORED
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GOLDEN BARREL CACTUS
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"Want some?"



This year 118 members of the Tucson Metro Chamber split \$92,780.81 in bonus dividends and credits because they participated in the FREE SCF Arizona/Tucson Metro Chamber Safety Association program. That's an average of \$786.28 per business.

Want some?



Contact Cindy Brown at (520) 792-2250, Ext. 154 or cbrown@tucsonchamber.org.

TucsonChamber.org

Growing Businesses. Building Communities.



Tucson Metro Chamber Education Committee Brings Business and Education Together

Thomas Redicks
Founder/President

TutorLink

Member, Education Committee
Tucson Metro Chamber

The Tucson Metro Chamber's Education Committee provides linkage for a group of industry, business professionals and education leaders from secondary and post secondary schools. The committee raises funds for scholarships and conducts monthly meetings during the school year. Tucson Metro Chamber Chief Executive Officer Mike Varney attended several EC meetings in his early tenure and concluded that this group had potential to expand its mission.

At the direction of Education Committee Chair Dr. Vaughn Croft and Tucson Metro Chamber Board Member Guy Gunther, the committee developed a new statement of purpose:

"Bringing business and education together to achieve common goals that improve the quality of education in our community". As a result, the Education Committee has formed sub-committees to research, identify, and actively participate in a number of specific initiatives dealing with trends and changes in Pima County schools.

The Common Core Standards

Pat Corran stated in the *Arizona Republic* on December 24, 2011, **"Arizona braces for the biggest shake-up in decades"**, referring to the Common Core Standards. Arizona is one of 45 states that adopted the Common Core Standards. The standards are described as a systematic presentation of academic material for college and career readiness in the core academic areas for grades K-12. A new national assessment to measure student progress will replace the existing Arizona Instrument to Measure Standards (AIMS) assessment in 2015. The Education Committee will communicate information about the Common Core Standards to the Pima County community with the Chamber hosting public forums. The Education Committee ranks community awareness of the new standards as its top priority.

Pima County Joint Technical Education District

The Pima County Joint Technical Education District (JTED) is a growing school district that provides career and technical education (CTE) programs to thousands of Pima County high

school students. The Education Committee supports initiatives to continue the growth and expansion of this increasingly popular school district. The Tucson Metro Chamber endorses JTED and laments the devastating 50% loss of funding through state legislation that also disallows funding ninth graders in JTED CTE programs.

Champions For Change (C4C)

Tucson-based Champions for Change (C4C) and the Blue Marble Institute, a non-profit organization, sponsors supplemental education Science Technology Engineering and Math (STEM) programs for schools in Pima County and the state of Arizona. The Education Committee provides support for this program and recommends that Chamber members learn more about C4C and become volunteers to spend time in classrooms.

United Way

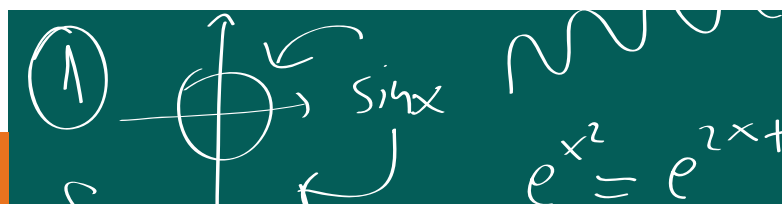
The United Way is developing and sponsoring "Read On Tucson", a new reading improvement program to address Pre-K and kindergarten readiness, student attendance and summer reading loss. The Tucson Metro Chamber is assisting the United Way during the developmental phase of this program.

Scholarships and State of Education

The Tucson Center for Cultural Enrichment in collaboration with the Tucson Metro Chamber will again present scholarships to local high school students at the Chamber Education Committee's annual State of Education luncheon on May 15. All Pima County high school seniors are eligible to apply for one of the \$2,000 scholarships.

Speakers Bureau

A long standing sub-committee, Speakers Bureau, offers Chamber members the opportunity to present a range of topics to students.





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GAP Ministries



GREG AYERS, FOUNDER/PRESIDENT
PAM AYERS, FOUNDER/EXECUTIVE DIRECTOR

GAP Ministries began in 2000 with the mission to help “widows, orphans, the hungry and naked”. Founders Greg and Pam Ayers purchased a large home that would become a powerful tool to impact the lives of children who are hurting. The first “SPLASH House” was opened for children in the custody of Child Protective Services, and now, 12 years later, GAP is the largest provider in Southern Arizona with 13 family-style residential homes where live-in house parents care for children 0-18 years of age. *MERGE*, designed for teens/young adults in GAP, helps them transition from the foster care system to independent living.

In addition to working with kids, GAP’s *BOOST* Family Resources helps the community by distributing thousands of pounds of food and household goods each month, through outreaches to individuals and agencies serving families in need. GAP is now a community redistribution partner with GOOD360 and is expanding in its ability to meet the needs of other 501(c)3 nonprofits serving the less fortunate.

For *Backpack-2-School*, GAP Ministries collaborates with school districts, businesses and volunteers to distribute backpacks filled with school supplies to children in disadvantaged neighborhoods, encouraging the importance of



education. In the past seven years GAP has given out over 35,000 backpacks.

Holiday of Hope reaches out to the community to donate and wrap Christmas gifts for over 100 children. Individuals or groups can “adopt” a SPLASH House and give gifts to all the kids in that house.

GAP Ministries welcomes volunteers in many areas and participates in the Arizona Charitable Tax Credit for the working poor. For more information visit www.gapmin.com or contact Tiane Kennedy, public relations director, tiane@gapmin.com or 520-877-8077.

Teen Outreach Pregnancy Services



LAURA PEDERSON, RN
EXECUTIVE DIRECTOR

Since 2000, Teen Outreach Pregnancy Services (TOPS) has provided free, teen-specific pregnancy, childbirth and parenting education so pregnant teens and their families can experience a positive outcome.

Through one-on-one case management, support groups and classes, TOPS teens learn the importance of proper nutrition, exercise and relaxation during pregnancy. Their health educators and nurses provide teens with labor and delivery education, breastfeeding basics, infant care and post-partum care to ensure the well-being of both mother and baby. TOPS encourages teens to stay in school and receive good grades! They offer special bonuses through “TOPS DOLLARS”, which can be used to “purchase” maternity and baby items from *Jensen’s Corner*, their boutique of donated items.

One of the challenges that their organization faces is getting the teen population to understand the importance of healthy choices during pregnancy. It is vital for a pregnant teen to seek pre-natal care as soon as possible so that she and her baby are safe and healthy. Many pregnant teens, however, are not comfortable or confident enough to ask for help. TOPS wants pregnant teens in Tucson to know that they are there to support and educate them and not judge them. TOPS is not affiliated with any religious or political organization and their services are available to all teens without discrimination.



TOPS wants to bring awareness to the business community of Tucson about the needs of social service agencies in our area. They would also like to learn business best practices from local leaders who have a proven track record in business administration.



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For more information contact Jackie Chambers Bond at jchambersbond@tucsonchamber.org or call (520) 792-2250, Ext. 127.

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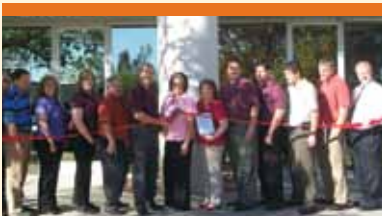
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Industrial Metal Supply opened its sixth store and is proud to be a part of the Tucson community. Since 1948, IMS has grown to become the Southwest's largest metal distributor offering the broadest selection including aluminum, steel, stainless, copper and brass as well as hundreds of metal working tools and accessories.



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