**Part 1**

The state governments offer various ways to protect oneself. All of the sites give the option to file a complaint. I would be interested to see how quickly a response would be sent after filing a complaint. A difference I noticed was that the site for Idaho took me to the office of the Attorney General. The other sites that I looked at were simply the Department Of State.

I also noticed that the Idaho site made it easy to get help in Spanish as well. I speak Spanish and understand the necessity of helping those, the majority of whom don’t speak any English, who get involved in fraud. I quickly pulled the most recent census date for Idaho and found that 11.8% of the population is Latino.

I went to the yellow pages for Idaho and typed in consumers. The results were rather interesting. Very first on the list was creditrepair.com, apparently people struggle with finances. Next in line was Lexington Law, this was less surprising considering an attorney is necessary for just about any legal action. The list continues on, but I will finish with the third business on the list, iControl Energy – Home Automation. I know what home automation is, but still don’t exactly understand why the yellow pages would pull this result.

**Part 2**

To the best of my knowledge, the BBB that serves Idaho Falls is The Snake River Region. The mission listed on the site is to be the leader in advancing marketplace trust. This is accomplished in the following ways:

”Setting standards for marketplace trust

Encouraging and supporting best practices by engaging with and educating consumers and businesses

Celebrating marketplace role models

Calling out and addressing substandard marketplace behavior

Creating a community of trustworthy businesses and charities”

I found it interesting that included right in the mission statement is “educating consumers and businesses”. I may need to watch the news more, or stay better informed because I don’t remember the last time I heard of any “educating” by the BBB in Idaho Falls. I am sure this is mostly my own fault due to the fact that right on the home page they mention cases being worked on. A lawsuit against Body Renew Fitness and Tanning, information on a Tech Support scam, and even the importance of shredding important documents all make the home page.

I did some research to find out how much time or space is devoted to consumer action services. On the Local News 8 web page, I didn’t find any information at all. This didn’t surprise me, usually this would be something to call about or send an e-mail. I am originally from Utah and I do remember that our local news station would take time each week to talk about scams and consumer protection. The program was called “Get Gephardt”, and featured a news team member usually calling out businesses for false advertising or unfair practices. I remember that a few times Gephardt used a hidden camera and was even threatened. I know it was something that I enjoyed watching, and there was an hour each week devoted to it.

As far as the radio stations, I wasn’t able to find much information with them either. News Radio 590 list a schedule filled with Neal Larson, Rush Limbaugh, Sean Hannity, Glenn Beck, and Dave Ramsey. I listen to talk radio quite a bit, so I know the first three mainly discuss politics. I have listened to Glenn Beck and Dave Ramsey in the past and they do fairly well protecting consumers. Dave Ramsey, especially goes to great lengths to help consumers with their money. Many of his programs are helping people avoid unnecessary debt and faulty credit card offers. I would say this qualifies as a consumer action service.

For step three, I researched OSHA. I had previous knowledge of the Occupational Safety and Health Administration because I used to work construction. Many times I was required to wear hard-hats and put protection on my work so the homeowner would not hurt themselves. I was told these we required by OSHA, so we did them.

In my research I found OSHA is really just trying to keep people safe on the job. Parts of the website talk about protecting from chemicals, the Ebola Virus, and even falls. When an incident occurs at a business OSHA usually shows up and investigates. This happened at one job that I had and after OSAH came through, a large amount of new measures were put forth to protect the employees.

By evaluating the information I have been able to find, I would say it is very helpful. I’m glad to know that the Attorney General is consistently litigating businesses and products that don’t stack up. Also, local news and radio seem concerned with keeping consumers in the loop and up to date. Finally, it is nice to know that OSHA is doing all it can to protect people at work. Even if I don’t work doing construction anymore, I am still protected at my current job and will be at my future employment as well. I do believe that these organizations show a good side of government that is, at least currently, very difficult to see. It would be interesting to do more research and find out how big of a budget OSHA has, and how they use it.