



STRUCTURAL PEST CONTROL BOARD BOARD MEETING

March 12, 2025

9 a.m. to conclusion of business

Department of Consumer Affairs
Hearing Room
1747 N. Market Blvd.
Sacramento, CA 95834



STRUCTURAL PEST CONTROL BOARD

MEMBERS OF THE BOARD

YESSENIA ANDERSON, PRESIDENT

KYLE FINLEY, VICE PRESIDENT

ANKUR BINDAL

SCOTT MENDENHALL

MARK PAXSON

JOHN TENGAN

OUR VISION

The Structural Pest Control Board sets the standard as the national regulatory and environmental leader of pest management for consumer protection.

OUR MISSION

The Structural Pest Control Board's mission is to protect the general welfare of Californians and the environment by promoting outreach, education, and regulation of the structural pest management profession.

OUR VALUES

Accountability
Consumer Protection
Professionalism
Service
Transparency

STRUCTURAL PEST CONTROL BOARD

2005 Evergreen St., Suite 1500
Sacramento, CA 95815
(916) 561-8708
Toll-free: (800) 737-8188
www.pestboard.ca.gov



CALIFORNIA DEPARTMENT OF
CONSUMER
AFFAIRS



PDE_23-010



MEETING NOTICE STRUCTURAL PEST CONTROL BOARD MEETING

March 12, 2025

9:00 a.m. – 5:00 p.m. (or until conclusion of business)

The Structural Pest Control Board (Board) will hold a public meeting, accessible both in-person and via a tele/videoconference platform, in accordance with Government Code section 11123.

The Board will attempt to provide reliable means for members of the public to participate remotely; however, in the unlikely event that such remote means fails, the meeting may continue in person. For this reason, members of the public are advised to consider attending the meeting in person to ensure their participation during the meeting.

Members of the public may participate from a remote location by joining the meeting via WebEx: <https://dca-meetings.webex.com/dca-meetings/j.php?MTID=m35645ff1b1da8ee8eb612fee59c63097>

If joining using the link above:

Webinar number: 2487 442 1693

Webinar password: SPCB312

If joining by phone:

+1-415-655-0001 US Toll

Access code: 2487 442 1693

Passcode: 7722312

PHYSICAL MEETING LOCATION

Department of Consumer Affairs

Hearing Room

1747 N. Market Blvd.

Sacramento, CA 95834

Members of the public may but are not required to identify themselves. When signing into the WebEx platform, participants may be asked for their name and email address. Participants who choose not to provide their names will need to provide a unique identifier such as their initials or another alternative, so that the meeting moderator can identify individuals who wish to make public comment. Participants who choose not to provide their email address may use a fictitious email address in the following sample format: XXXXX@mailinator.com.



AGENDA

Action may be taken on any agenda item. Agenda items may be taken out of order.

1. Roll Call / Establishment of Quorum
2. Flag Salute / Pledge of Allegiance
3. Petition for Reinstatement
Aaron J. Essert – RA 52425, Branch 2 and 3
4. Petition for Reinstatement
Dawn Marie Charrette – OPR 9119, Branch 1 and 3

Closed Session

5. Pursuant to Government Code, section 11126, subdivision (c)(3), the Board will meet in closed session for discussion and to take action on disciplinary matters, including the above petitions.
6. Pursuant to Government Code section 11126(a)(1) the Board will conduct the annual performance evaluation and consider the salary of its Executive Officer.

Open Session

7. Discussion and Possible Approval of the October 16, 2024, SPCB Meeting Minutes
8. California Department of Pesticide Regulation Update – *Lucy Correa, DPR*
9. Structural Pest Control Board Research Advisory Panel Update – *Tom Ineichen, Lead Special Investigator*
 - a. Discussion and Possible Action Regarding the Panel's Recommended Proposed Topics of Research and Request for Proposals for the Board Research Fund Contract
10. Structural Pest Control Board Technical Advisory Committee Update – *Tom Ineichen, Lead Special Investigator*
11. Consideration of and Possible Action on Comments Received Regarding Proposed Regulations to Amend Sections 1936, 1936.2, 1948, and 1997 of Title 16 of the CCR (Fees) – *Sophia Azar, Executive Officer*



12. Review, Discussion, and Possible Action to Ratify Amended Regulations at Sections 1936, 1936.2, 1948, and 1997 of Title 16 of the California Code of Regulations (Fees) – *Sophia Azar, Executive Officer*
13. Discussion and Possible Action to Reconsider Previously Approved Text, and to Consider Initiation of a Rulemaking to Amend Regulations at Sections 1940, 1940.1, 1941, and 1942 of Title 16 of the California Code of Regulations (Examinations) – *Sophia Azar, Executive Officer*
14. Executive Officer's Report
 - a. Budget Update
 - b. Board Monitored Legislation
 - c. Update on 2023-2028 Strategic Plan Objectives
15. Licensing Update – *Melissa Zanetta, Chief of Licensing and Administration*
16. Enforcement Update – *Hollie Glassner, Lead of Enforcement Unit*
17. Outreach and Communication Update – *Kristina Jackson-Duran, Administrative Analyst*
18. Review and Possible Approval of SPCB DEI Supplemental Strategic Plan
 - a. Presentation by DCA SOLID Planning Solutions
19. Upcoming Board Meeting Dates:
 - Wednesday, June 25, 2025
 - Wednesday, October 1, 2025
20. Public Comment for Items Not on the Agenda
The Board may not discuss or take action on any matter raised during this public comment section that is not included on this agenda, except to decide whether to place the matter on the agenda of a future meeting. (Government Code, Sections 11125, 11125.7(a).)
21. Future Agenda Items
22. Adjournment

This meeting will be Webcast, provided there are no unforeseen technical difficulties or limitations. To view the Webcast, please visit <https://thedcapage.wordpress.com/webcasts/>. Additionally, the meeting may



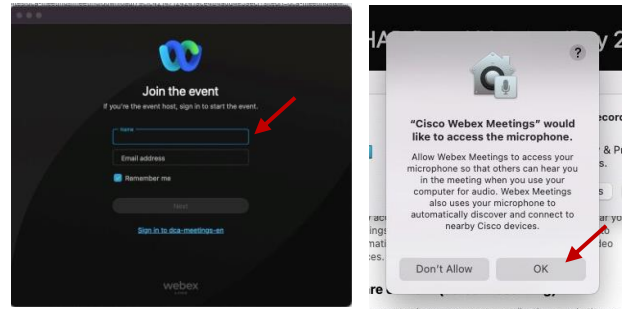
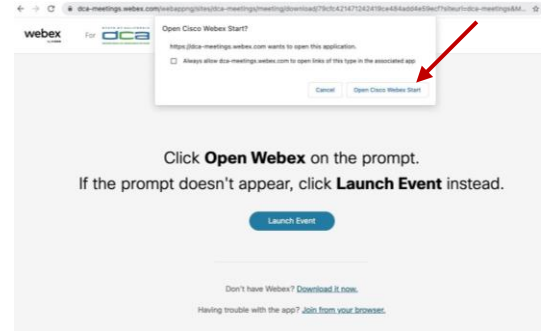
be cancelled or changed without notice. For verification, please check the Board's website at www.pestboard.ca.gov or call 916-561-8700.

Government Code, section 11125.7, provides the opportunity for the public to address each agenda item during discussion or consideration by the Board prior to the Board taking any action on said item. Members of the public will be provided appropriate opportunities to comment on any issue before the Board, but the Board President may, at his or her discretion, apportion available time among those who wish to speak. Individuals may appear before the Board to discuss items not on the agenda; however, the Board can neither discuss nor take official action on these items at the time of the same meeting. (Government Code sections 11125, 11125.7(a).)

The meeting is accessible to the physically disabled. A person who needs disability-related accommodation or modification in order to participate in the meeting may make a request by contacting: Kristina Jackson-Duran at (916) 561-8700, email: pestboard@dca.ca.gov, or send a written request to the Structural Pest Control Board, 2005 Evergreen Street, Suite 1500, Sacramento, CA 95815. Providing your request at least five (5) business days prior to the meeting will help to ensure availability of the requested accommodations. The Board's TDD Line is: (916) 322-1700.

If joining using the meeting link

- 1 Click on the meeting link. This can be found in the meeting notice you received.
- 2 If you have not previously used Webex on your device, your web browser may ask if you want to open Webex. Click "Open Cisco Webex Start" or "Open Webex", whichever option is presented. DO NOT click "Join from your browser", as you will not be able to participate during the meeting.
- 3 Enter your name and email address*. Click "Join as a guest". Accept any request for permission to use your microphone and/or camera.

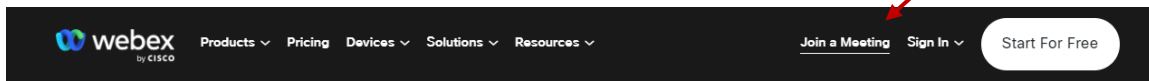


* Members of the public are not obligated to provide their name or personal information and may provide a unique identifier such as their initials or another alternative, and a fictitious email address like in the following sample format: XXXXX@mailinator.com.

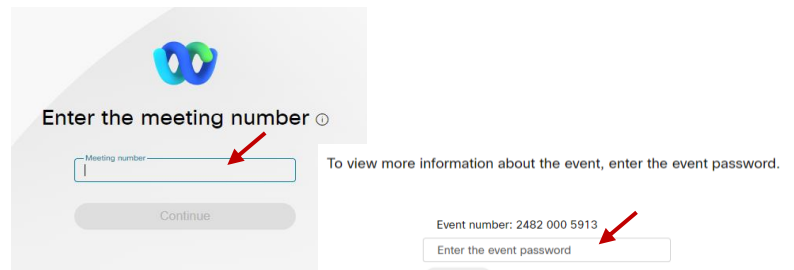
OR

If joining from Webex.com

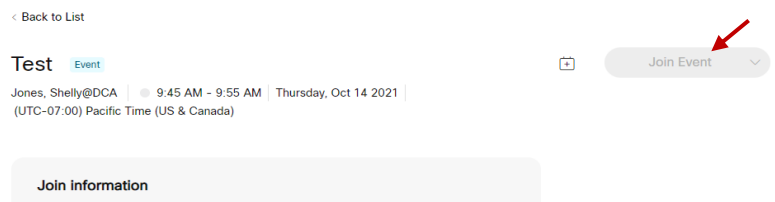
- 1 Click on "Join a Meeting" at the top of the Webex window.



- 2 Enter the meeting/event number and click "Continue". Enter the event password and click "OK". This can be found in the meeting notice you received.



- 3 The meeting information will be displayed. Click "Join Event".



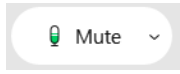
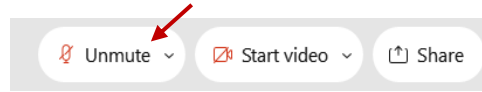
OR

Connect via telephone*:

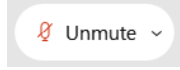
You may also join the meeting by calling in using the phone number, access code, and passcode provided in the meeting notice.

Microphone

Microphone control (mute/unmute button) is located on the command row.



Green microphone = Unmuted: People in the meeting can hear you.



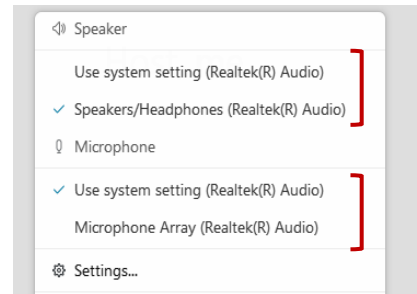
Red microphone = Muted: No one in the meeting can hear you.

Note: Only panelists can mute/unmute their own microphones. Attendees will remain muted unless the moderator enables their microphone at which time the attendee will be provided the ability to unmute their microphone by clicking on "Unmute Me".



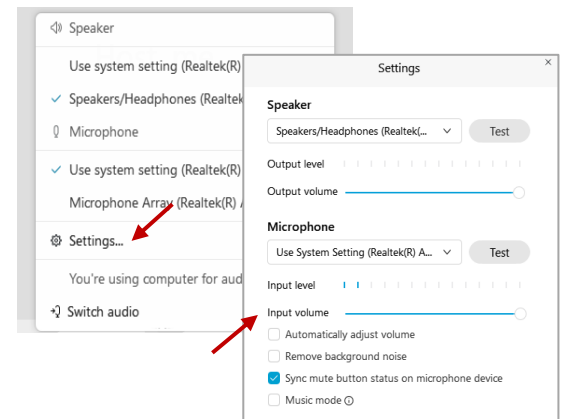
If you cannot hear or be heard

- 1 Click on the bottom facing arrow located on the Mute/Unmute button.
- 2 From the pop-up window, select a different:
 - Microphone option if participants can't hear you.
 - Speaker option if you can't hear participants.



If your microphone volume is too low or too high

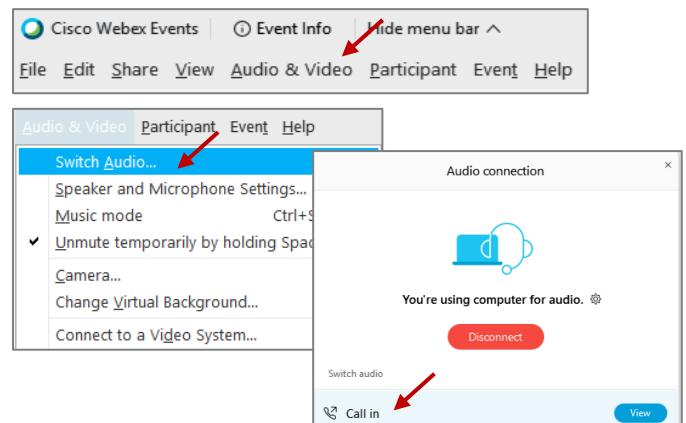
- 1 Locate the command row – click on the bottom facing arrow located on the Mute/Unmute button.
- 2 From the pop-up window:
 - Click on "Settings...":
 - Drag the "Input Volume" located under microphone settings to adjust your volume.



Audio Connectivity Issues

If you are connected by computer or tablet and you have audio issues or no microphone/speakers, you can link your phone through Webex. Your phone will then become your audio source during the meeting.

- 1 Click on "Audio & Video" from the menu bar.
- 2 Select "Switch Audio" from the drop-down menu.
- 3 Select the "Call In" option and following the directions.



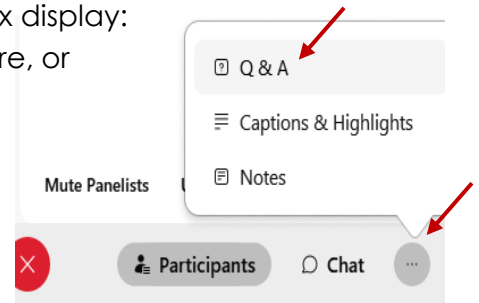
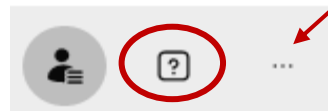
The question-and-answer (Q&A) and hand raise features are utilized for public comments.

NOTE: This feature is not accessible to those joining the meeting via telephone.

Q&A Feature

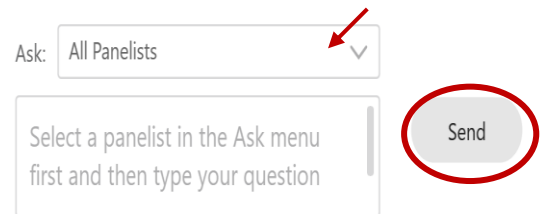
1 Access the Q&A panel at the bottom right of the Webex display:

- Click on the icon that looks like a “?” inside of a square, or
- Click on the 3 dots and select “Q&A”.



2 In the text box:

- Select “All Panelists” in the dropdown menu,
- Type your question/comment into the text box, and
- Click “Send”.



OR

Hand Raise Feature

- 1
- Hovering over your own name.
 - Clicking the hand icon that appears next to your name.
 - Repeat this process to lower your hand.

If connected via telephone:

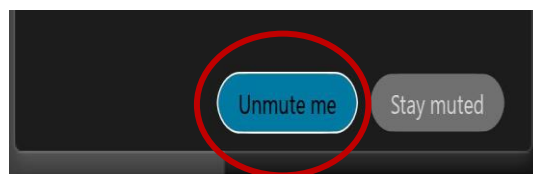
- Utilize the raise hand feature by pressing *3 to raise your hand.
- Repeat this process to lower your hand.

Unmuting Your Microphone



The moderator will call you by name and indicate a request has been sent to unmute your microphone. Upon hearing this prompt:

- Click the **Unmute me** button on the pop-up box that appears.

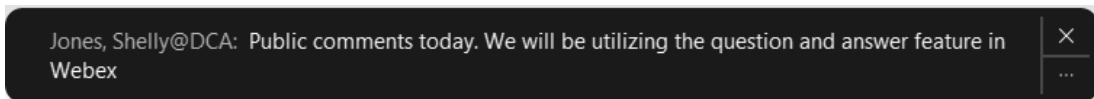


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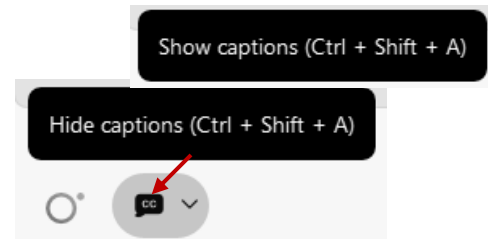
If connected via telephone:

- Press *3 to unmute your microphone.

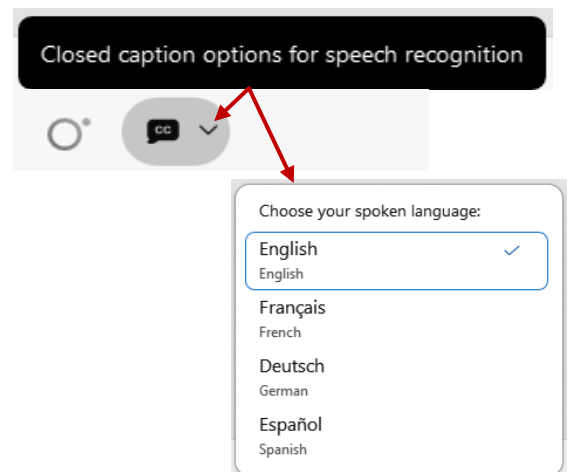
Webex provides real-time closed captioning displayed in a dialog box on your screen. The captioning box can be moved by clicking on the box and dragging it to another location on your screen.



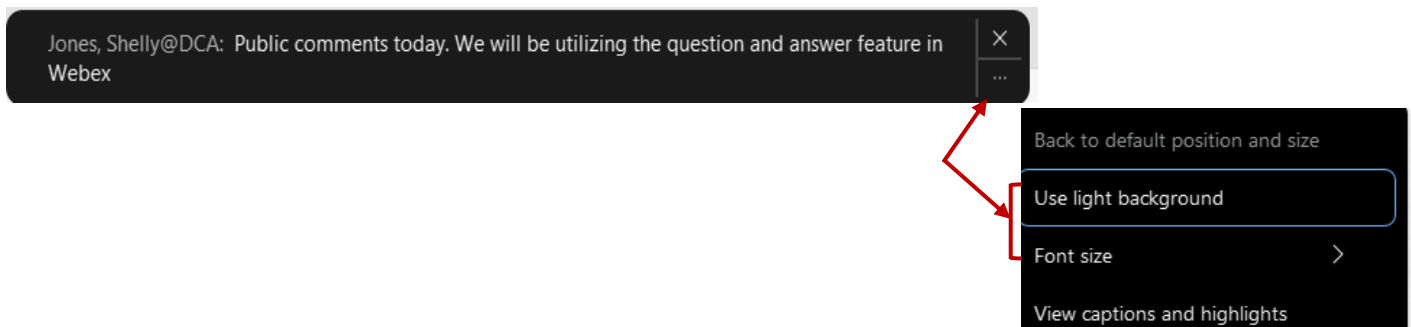
The closed captioning can be hidden from view by clicking on the closed captioning icon. You can repeat this action to unhide the dialog box.



You can select the language to be displayed by clicking the drop-down arrow next to the closed captioning icon.



You can view the closed captioning dialog box with a light or dark background or change the font size by clicking the 3 dots on the right side of the dialog box.





AGENDA ITEM 1

ROLL CALL / ESTABLISHMENT OF QUORUM

Roll is called by the Board president or, in their absence, by the Board vice president or, in their absence, by a Board member designated by the Board president.

Four members constitute a quorum at the SPCB meeting, per Business and Professions Code section 8524.

BOARD MEMBER ROSTER

YESSENIA ANDERSON, PRESIDENT

KYLE FINLEY, VICE PRESIDENT

ANKUR BINDAL

SCOTT MENDENHALL

MARK PAXSON

JOHN TENGAN



AGENDA ITEM 7

DISCUSSION AND POSSIBLE APPROVAL OF THE OCTOBER 16, 2024, SPCB MEETING MINUTES



**Structural Pest Control Board
Meeting Minutes
October 16, 2024**

Physical Meeting Location
Structural Pest Control Board – Hearing Room
2005 Evergreen Street
Sacramento, CA 95815

Tele/Video Conference Location
KMG Psychiatry
765 3rd Avenue, Suite 100
Chula Vista, CA 91910

Board Members Present:

Yessenia Anderson, Board President
Kyle Finley, Board Vice President
Scott Mendenhall
Mark Paxson
John Tengan
Ankur Bindal

Board Staff Present:

Sophia Azar, Executive Officer
Melissa Zanetta, Chief of Licensing & Admin.
Melissa Sowers-Roberts, Disciplinary Specialist
Kathleen Boyle, Chief of Enforcement
Kristina Jackson-Duran, Administrative Analyst
Hollie Glassner, Lead, Enforcement Unit

Board Members Absent:

Departmental Staff Present:

Sabina Knight, Legal Counsel
Ryan Harrington, DCA Budget Office
Suzanne Balkis, DCA Budget Office

Agenda Item 1. Roll Call / Establishment of Quorum

The Structural Pest Control Board (Board) meeting was called to order by President Anderson at 9:05 a.m., and Executive Officer (EO) Azar called roll.

President Anderson, Board members Finley, Mendenhall, Paxson, and Tengan were present. Board Member Bindal joined the meeting late via teleconference. VP Finley left the meeting early.

A quorum of the Board was established.

Agenda Item 2. Flag Salute / Pledge of Allegiance

President Anderson led the Board in the flag salute and the Pledge of Allegiance.

**Agenda Item 3. Petition for Reinstatement
Lance Eugene Kelsey – OPR 10063, Branch 3**

An Administrative Law Judge and Deputy Attorney General appeared with the Board to hear Mr. Lance Eugene Kelsey's petition. After discussion, Mr. Kelsey was informed that he would be notified by mail of the Board's decision.

Agenda Item 4. Petition for Reinstatement

Jose Carillo – FR 17136, Branch 3

Petitioner Jose Carillo was not present. The Board agreed to deem the matter withdrawn without prejudice.

Agenda Item 5.

Pursuant to Government Code section 11126(c)(3) the Board met in closed session to discuss and take action on disciplinary matters, including the above petitions.

CLOSED SESSION

The Board entered closed session at 11:30 a.m. and returned to open session at 11:55 a.m.

Agenda Item 6. Discussion and Possible Approval of the August 26, 2024, SPCB Meeting Minutes

Board Member Paxson **moved** to approve the August 26, 2024, meeting minutes, and Board Member Tengan **seconded** the motion.

There were no in-person or online public comments.

Motion carried 5-0 by roll call vote.

Agenda Item 7. California Department of Pesticide Regulation Update

Beth Boss from DPR provided the Board an update on the Structural Regulatory Training, which took place from September 10 to 12 in Irvine, CA.

Ms. Boss thanked the industry volunteers who participated in the onsite training and demonstrations.

Agenda Item 8. Regulations Update

EO Azar provided the Board an update on three packages:

- 1. Fee Increase (Amend Title 16, CCR sections 1936, 1936.2, 1948, and 1997)**
The Board approved the regulatory proposal to increase fees at the previous meeting. The proposal is being drafted and will be sent to DCA legal team, with a tentative publication date in December 2024.
- 2. Pesticide Application Notice Requirements (Amend Title 16, CCR section 1970.4 and Adopt sections 1970.41, 1970.42, and 1970.43)**

This package is in the final stages of approval with the Office of Administrative Law (OAL). Approval is expected by the end of October, with an effective date of January 1, 2025.

3. Examinations (Amend Title 16, CCR sections 1940, 1940.1, 1941, and 1942)

The Board approved this proposal at the last meeting. This package will begin after the fee increase package is completed.

President Anderson asked EO Azar if there were plans being made to a public hearing to discuss the fee increase proposal. EO Azar stated that she was planning to hold a public hearing hopefully in November 2024. EO Azar stated that staff will utilize social media, email blasts and a feature on the board's website for the fee proposal.

There were no in-person or online public comments.

Agenda Item 9. Update on Board Monitored Legislation:

SB 1451 (Ashby) Professions and Vocations - EO Azar informed the Board that this legislation was signed by the Governor on September 9, 2024, and will become effective January 1, 2025. This bill eliminates the option for licensees to take a continuing education (CE) examination in lieu of completing CE courses.

There were no in-person or online public comments.

Agenda Item 10. Executive Officer's Report

(a) Budget Update

Ryan Harrington, Budget Analyst, and Suzanne Balkis, Budgets Manager, from the Department of Consumer Affairs Budget Office, gave an update on the Board's fund condition.

Mr. Harrington referenced meeting materials detailing the fund condition for fiscal year 2023/2024 and stated that projections for 2024/2025 will be updated at the next meeting.

Board Member Mendenhall requested clarification on expenditure item 1111 (Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions - State Operations). Ms. Balkis explained that the figures provided reflect actual expenditures, and the adjusted numbers are based on projections from the Governor's budget.

(b) Licensing Update

EO Azar referred to the meeting materials for detailed information on licensing and exam statistics for the first quarter of fiscal year 2024/2025. The only significant variance was an increase in the number of exam applicants.

(c) Enforcement Update

EO Azar referred to the meeting materials for detailed information on the Enforcement statistics for the first quarter of fiscal year 2024/2024. There were no significant variances compared to the previous fiscal year.

There were no in-person or online public comments.

Agenda Item 11. 2025 Board Meeting Dates

EO Azar referenced the proposed meeting dates listed on the agenda. President Anderson requested that EO Azar send an email to Board members with alternative dates. Finalized dates will be posted on the Board's website.

Agenda Item 12. Public Comment for Items Not on the Agenda

President Anderson invited public comments on items not listed on the agenda.

Ashley Freeman, Technical Director with Advanced Integrated Pest Management, thanked the Board for implementing the online licensing and exam system.

There were no other in-person or online public comments.

Agenda Item 13. Future Agenda Items

There were no suggestions for future agenda items from the Board members.

There were no in-person or online public comments.

Agenda Item 14. Annual Election of Board President and Vice President

Legal Counsel Sabina Knight explained the nomination and election process for the Board President and Vice President positions.

Board Member Kyle Finley nominated himself for Vice President, seconded by Board member Paxson.

There were no additional nominations.

There were no in-person or online public comments.

Motion carried 5-0 by roll call vote.

Board member Paxson nominated current President Yessenia Anderson to continue as President, seconded by Board Member Finley. Board Member Tengan nominated himself, but no second was provided.

Board member Tengan made a statement regarding his experience and training.

There were no in-person or online public comments.

Motion carried 5-0 by roll call vote, with Board member Tengan abstaining.

President Anderson thanked Board member Tengan for his contributions.

Agenda Item 15. Adjournment

President Anderson adjourned the meeting at 12:19 p.m.



AGENDA ITEM 9

STRUCTURAL PEST CONTROL BOARD RESEARCH ADVISORY PANEL UPDATE

- a. Discussion and Possible Action Regarding the Panel's Recommended Proposed Topics of Research and Request for Proposals for the Board Research Fund Contract



MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Tom Ineichen, Lead Special Investigator Structural Pest Control Board
SUBJECT	Agenda Item #9a. Discussion and Possible Action Regarding the Panel’s Recommended Proposed Topics of Research and Request for Proposals for the Board Research Fund Contract

In accordance with Business and Professions Code Section 8674(t)(3), the Board is required to establish a five -member Research Advisory Panel (RAP) to establish criteria that research proposals must meet for recommendation to the Board, consider topics for soliciting requests for proposals for research contracts funded by the Board, evaluate and score research proposals received, and recommend research proposals to the Board.

On June 18, 2024, Board President Anderson appointed the following individuals to the RAP:

- Ankur Bindal, M.D., Board Member
- Tory Vizenor, Ph.D., Alliance Grant Program Lead, DPR
- Vernard Lewis, Ph.D., Emeritus Scientist, UC Berkeley
- Darren Van Steenwyk, Regional Entomologist, Sprague Pest Solutions
- Ashley Freeman, Technical Director, Advanced IPM

The RAP met on December 3, 2024, to discuss topic(s) for soliciting requests for proposals and establish criteria that proposals must meet for research contracts funded by the Board for recommendation to the Board.

The RAP reviewed and is recommending Board approval for updates to the solicitation request for research proposals. The RAP’s primary recommendation is to focus research on new studies and treatment of integrated pest management (IPM) for the following structural pests:

- Ants
- Cockroaches
- Termites
- Rodents

Within this framework, proposals may also include original innovative research on new procedures, processes, practices, or programs. Additionally, researchers must be based in California with a demonstrated history of scientific research.

In addition, the RAP recommends establishing the following minimum qualifications for proposers:

- The principal project director and key participants have prior scientific research knowledge and experience, with relevance to the proposal.
- Proposer and individual researchers must include a summary of a minimum of three (3) prior peer reviewed research projects.
- Proposer must provide the name, title, address and telephone numbers of a reference relevant to the above-referenced projects.
- Proposer must demonstrate that the projects were completed within the allotted timeframe and, if not, provide an explanation.

Beyond this recommendation, the 2018 solicitation request has been amended with additional updates. I have attached the 2018 solicitation request with track changes to highlight the RAP's recommended revisions for Board review and approval.

Action Requested

Approve the Research Advisory Panel's recommended updates to the 2018 solicitation request for research proposals, including the focus on Integrated Pest Management (IPM) for structural pests and the proposed minimum qualifications, as outlined in the tracked changes document.

Attachments

1. 2018 Solicitation Request (Tracked Changes)

A. Purpose and Description of Services

The Department of Consumers Affairs, Structural Pest Control Board (SPCB), has established a research fund, currently at approximately \$1,000,000, funded by pesticide use stamp purchases, to support research in the structural pest control field. All or a portion of the existing funds may be appropriated for research projects.

In accordance with Business and Professions Code Section 8674(t)(3), SPCB is soliciting proposals from ~~educational research~~ ers institutions in California with scientific research history ~~focused on long-term prevention or suppression with minimal impact on human health, property, the environment, and non target organisms, in the field of structural pest management, as described in SPCB Act, Section 1984.~~ Proposals should focus on new studies, ~~and treatments, or technology methods within the framework~~ of integrated pest management (IPM) for the following structural pests: ants, ~~bed bugs, cockroaches, drywood termites, and rodents, and yellowjackets.~~ Within this framework, proposals may also include original innovative research on new procedures, processes, practices or programs. Additionally, proposals addressing public engagement, outreach tools, and adherence of IPM practices, are particularly valuable.

B. Deliverables:

The contracting research entity shall provide a brief (two-three pages) written interim Progress Report every six (6) months, and a comprehensive written Final Report within three (3) months of completion of each research project. The progress reports are to address progress made, findings to date and problems encountered by the contractor. At the contractor’s expense, the contracting entity will be asked to present a progress report at one (1) Board Meeting a year and upon completion of the Final Report. In addition to attending one (1) Board Meeting a year, if SPCB determines that a progress report presents findings of value, the contracting entity may be asked to present at additional Board Meeting(s) at the contractor’s expense. The contractor shall provide a PDF version of all progress reports and Final Report to be posted on SPCB website and included in Board Meeting materials.

C. Minimum Qualifications for Proposers

Proposers must have prior scientific research knowledge and experience of the principal project director and key participants, with relevance to the proposal. Proposers (individual researchers) must include a summary of ~~no more than a~~ minimum of three (3) prior peer reviewed research projects ~~or reprints of prior publications carried out by the proposer, that show significant research in structural pest management.~~ The proposer must provide the name, title, address and telephone numbers of a reference relevant to the above-referenced projects (Attachment 4). The proposer must also demonstrate that the projects were completed within the allotted time frame and, if not, provide an explanation.

D. Proposal Requirements and Information

1. Time Schedule

All proposers are hereby advised of the following schedule and will be expected to adhere to the required dates and times.

Event	Date	Time
Solicitation Notice Available to Prospective Proposers	May 10, 2018	N/A
Written Question Submittal Deadline to Kristina Jackson-Duran	May 21, 2018	COB
Responses to Proposers’ Questions	May 23, 2018	COB
Final Date for Proposal Submission	June 8, 2018	5:00 pm PST
Review of Proposers’ Minimum Qualifications	June 13, 2018	
Public Research Advisory Panel (RAP) Meeting and Evaluation/Scoring of Proposals. (10-day public notice posted by SPCB, Multiple Contracts may be awarded)	June 19, 2018	
Board Meeting (Board Members to Adopt Recommended Contracts)	July 26, 2018	N/A

Agreement Start Date	September 1, 2018 or upon DGS approval	N/A
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2. Work Plan and Work Schedule Requirements

The proposer shall develop and submit a work plan or schedule for task completion, and identify each major task, necessary subtask, and/or specific milestone by which progress can be measured and payments made. Proposers should explain the organizational policies, practices, and conditions, which would apply to their accountability for procedures and products, included in a contract. The management plan to oversee the project must be specifically identified. A description of the data analysis and how it will be used must be included in the proposal.

a) Project Personnel

List all proposed staff that will be working on the project and their titles, including professional and technical, full-time and part-time staff, and the percentage of time each will expend on the proposed project, regardless of whether any salary is to be funded by the State contract. Describe the duties and qualifications of all staff engaged in the proposed research project. If staff members are not currently employed by the contracting organization, state when they will begin. Include a curriculum vitae or resume of all professional staff.

b) Facilities and Resources

Describe available research facilities, major equipment and resources, and the capacity to manage overall project activities.

3. Cost Detail Format and Requirements

Prepare a detailed line-item budget for the proposed contract period using the sample format provided in Attachment No. 2. If a two or three-year project is projected, a Budget for the second and/or third year must also be submitted.

Prepare a Budget Narrative explaining the proposed costs. Explain the need for budgeted travel, equipment, subcontracts and consultants (Attachment 3).

The proposed work should be broken down into the outline in Work Plan and Work Schedule (see No. 2 above) for the purpose of this proposal.

4. Cost Limitation

- a) The total amount of each proposal or resulting agreements shall each not exceed \$330,000
- b) It is understood and agreed that this total is an estimate and the SPCB will pay for only those services actually rendered as authorized by the SPCB Contract Manager or his/her designee.

5. Submission of Proposal

- a) Proposals should provide straightforward and concise descriptions of the proposer's ability to satisfy the requirements of this solicitation notice. The proposal must be complete and accurate. Omissions, inaccuracies, or misstatements will be sufficient cause for rejection of a proposal.
- b) Proposals must be submitted as a hard copy under sealed cover by dates and times shown in Section D, Proposal Requirements and Information, Item 1, Time Schedule. Proposals received after the specified date and time will not be considered. Proposers are required to submit their proposals to the following address:

Structural Pest Control Board
Attention: Kristina Jackson-Duran
2005 Evergreen Street, Suite 1500
Sacramento, CA 95815

- c) The original proposal must be marked "ORIGINAL COPY." All documents contained in the original proposal package must have original signatures and must be signed by a person who is authorized to bind the proposing form. All additional proposal sets may contain photocopies of the original package.
- d) Eight (8) copies of the proposal must be submitted.
- e) All proposals shall include the documents identified in Section E, Attachment 1 - Required Attachment Checklist. Proposals not including the proper "required attachments" shall be deemed non-responsive. A non-responsive proposal is one that does not meet the basic proposal requirements.
- f) Proposals must be submitted for the performance of all the services described herein. Any deviation from the work specifications of the proposal will not be considered and will cause it to be rejected.
- g) Costs for developing proposals and in anticipation of award of the agreement are entirely the responsibility of the proposer and shall not be charged to the State of California.
- h) A cover letter, which shall be considered an integral part of the Final Proposal, shall be signed by an individual who is authorized to bind the proposer contractually. The signature must indicate the title or position that individual holds in the research entity.
- i) A proposer may modify a proposal after its submission by withdrawing its original proposal and resubmitting a new proposal prior to the proposal submission deadline. Proposal modifications offered in any other manner, oral or written, will not be considered.
- j) A proposer may withdraw its proposal by submitting a written withdrawal request to the State, signed by the proposer or an authorized agent. A proposer may thereafter submit a new proposal prior to the proposal submission deadline. Proposals may not be withdrawn without cause subsequent to proposal submission deadline.
- k) The awarding agency may modify the proposal after its submission of proposal by the issuance of an addendum to all parties who received a proposal package.
- l) The awarding agency reserves the right to reject all proposals for reasonable cause.
- m) Proposers are cautioned to not rely on the State during the evaluation to discover and report to the proposer any defects and errors in the submitted documents. Proposers, before submitting their documents, should carefully proof them for errors and adherence to the proposal requirements.
- n) Where applicable, proposer should carefully examine work sites and specifications. Proposers shall investigate conditions, character, and quality of surface or subsurface materials or obstacles that might be encountered. No additions or increases to the agreement amount will be made due to a lack of careful examination of work sites and specifications.

6. Evaluation and Scoring Process

- a) Each proposal will be checked for the presence or absence of required information in conformance with the submission requirements of this proposal.
- b) The State will put each proposal through a process of evaluation to determine its responsiveness to the State's needs.
- c) Proposals that contain false or misleading statements, or which provide references, which do not support an attribute or condition claimed by the proposer, may be rejected. If, in the opinion of the State, such information was intended to mislead the State in its evaluation of the proposal, and the attribute, condition, or capability is a requirement of this solicitation notice, it will be the basis for rejection of the proposal.
- d) The proposals will be evaluated and scored according to the criteria indicated below:

RATINGS/SCORING CRITERIA	MAXIMUM POINTS	MINIMUM POINTS
1. Research Objectives	25 30	21
2. Project Direction (Work Plan and Work Schedule)	35 30	29
3. Qualifications	20	16
4. Budget and Budget Narrative	20	14
TOTAL	100	80

Proposals that meet the minimum specified requirements and are considered to be responsive will be evaluated and assigned a score. Those proposals that do not meet the minimum qualifications will be disqualified and will not be evaluated. A minimum of 80 points must be achieved for items 1-4 (described below) and all required

documents must be submitted to be considered responsive. A responsive proposal is one that meets or exceeds the requirements stated in this solicitation notice.

Proposals must receive a minimum combined score of 80 points out of a maximum 100 points. Proposals that do not meet the minimum requirements will be eliminated from consideration.

If any proposals are received containing a bid offering price, which in the opinion of the awarding agency is an unreasonable price, the awarding agency shall not be required to award an agreement (Public Contract Code 10344(d) and 10377(d)).

RATING/SCORING CRITERIA DESCRIPTION

**Maximum
Possible Points**

1) **Research Objectives**

2530

Importance of the research objectives or hypothesis and the potential of the Research to advance knowledge in the field of structural pest management.

- A. Briefly state what the research described in this application is intended to accomplish and what hypotheses or research questions are to be tested.
- B. Briefly sketch the background of the present proposal, critically evaluating existing knowledge and identifying gaps that this project is intended to fill.

~~C. Focus the study on the prioritized need(s) identified in the solicitation notice criteria.~~

2) **Project Direction (Work Plan and Work Schedule)**

3530

Presence of a clear research plan including specific goals and objectives, a reasonable timeline, the quality and appropriateness of the design of experiments and methodology selected, ~~and focus on the study on the prioritized need(s) identified in the solicitation notice criteria.~~

- A. Discuss fully the research design and the procedures to be used and the tentative sequence or timetable for the investigation.
- B. State specific objectives, planned activities, and timelines for reaching objectives for the entire project.
- C. Include a discussion of how the data will be collected, analyzed, and interpreted.
- D. Describe the amount of time allocated to accomplish the major activities of the research project and the monitoring system. The percentage of time of each professional and/or technical investigator involved in the research project must be stated.

3) **Qualifications**

20

Prior research experience of the principal/project director and key participants and relevance to the proposal. Quality of research facilities, resources, and capacity to manage overall project activities.

- A. ~~A minimum of t~~Three (3) prior peer reviewed research projects ~~that show significant research in structural pest management.~~
- B. List appropriate references and attach other background material and relevant papers.
- C. Describe available facilities, major equipment and resources.
- D. Demonstrate that the contractor has the organization and staff to perform this work and provide information on the professional qualifications and experience of persons assigned to the project.

4) **Budget and Budget Narrative**

20

- A. Prepare a detailed line-item budget for the proposed contract period using the sample format Attachment 2.
- B. Prepare a Budget Narrative explaining the proposed costs. Explain the need for individual staff, budgeted travel, equipment, subcontracts and consultants. Give a general description of what is included in General Expense.

Total Possible Points:

100



AGENDA ITEM 10

STRUCTURAL PEST CONTROL BOARD

TECHNICAL ADVISORY COMMITTEE UPDATE



MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Tom Ineichen, Lead Special Investigator Structural Pest Control Board
SUBJECT	Agenda Item #10: Structural Pest Control Board Technical Advisory Committee Update

On March 27, 2024, Board President Anderson appointed the following individuals to the TAC:

- John Tengan, Board Member
- Les Johnson, Territory Manager, Corteva Agriscience
- Ed Hernandez, Director of Technical Training, Ensystem Inc.
- Jeremy Davis, Senior Sales Specialist, BASF Corporation
- Andrew Sutherland, PhD, S.F. Bay Area IPM Advisor, UCCE Alameda County & UC IPM
- Dr. Chow-Yang Lee, PhD, Professor/Endowed Chair, UCR
- Garrett Thrasher, Vice President, Thrasher Termite & Pest Control
- Darren Van Steenwyk, Regional Entomologist, Sprague Pest Solutions
- Todd Veden, Compliance Manager, Rentokil, Terminix
- Beth Boss, Senior Env. Scientist, Department of Pesticide Regulation

The newly appointed Structural Pest Control Board's (SPCB), Technical Advisory Committee (TAC) held its first meeting on December 4, 2024, and discussed the issues it was tasked to address regarding how current laws and regulations affect the use of monitoring and bait stations and how the changes and developments of these products, recent research and current use practices and labels effect the industry and the need for clarification of proper recommendations for treatment of subterranean and Formosan Termites.

The TAC discussed the need for clear regulations and definitions regarding the use of bait stations and monitoring stations and how the laws and regulations have not kept pace with science and proper implementation of baits. They also discussed the need to address the confusion for the industry and their liability concerns. Although no recommendations were made at this time, the following were some issues and areas that the TAC discussed and feels needs clarification or consideration, and can be used to begin an outline for future recommendations:

1. The need for clarification and/or definitions:

- There is a lack of alignment with the SPCB laws and regulations, and the use of these products, causing confusion in the industry and the TAC feels should be addressed.
- Companies may guarantee treatment of infested areas, but if complaints arise and the infestation is not exterminated, there may be liability for continued control or elimination (based on current law).
- Definitions for "structure" and "infestation" are needed to provide proper guidance to licensees.
- Define what constitutes a structure and how far out from the structure is still considered part of it.
- Compare current bait product labels to the proposed definition of structure.
- Consider splitting the definition of infestation into evidence within the structure and evidence outside the structure.
- The language in laws regarding control service agreements should be clarified to address liability for damage caused by failure to control infestations.
- Consider defining pre-construction and post-construction treatments for clarity in certification processes.
- There is a need to address the issues and challenges related to the regulations on bait stations, treatment, guarantees, and certifications.
- Consider defining the requirements for full or proper treatment, guarantee, infestations in the structure, versus bait applied to the exterior, and preventative treatments versus corrective treatments, and monitoring stations.
- Define clear information and definitions regarding bait stations installed around the perimeter as a control measure.
- Conducive conditions for termites are not clearly defined and vary depending on the type of condition and should be defined as parameters for subterranean or drywood termites.
- Consider the difference between control and extermination in terms of current and future infestations.
- Consider defining pre-construction and post-construction treatment methods.
- Consider adding subterranean termite incidents within a certain distance of a structure as a conducive condition.
- Propose three different kinds of applications (recommendations) for the use of baits; extermination, control, and prevention.
- Define what constitutes an infestation and the evidence required to determine it.

2. The need for clear laws/regulations and/or proper recommendations:

- Examine how current industry practices align with laws and regulations.
- The board's role is to identify and recommend extermination of infested areas of structures, or within and directly under structures.
- Clear information and definitions are needed regarding bait stations installed around the perimeter versus above ground or in the structure.

- The current law is unclear about whether a licensee can recommend treatment for subterranean termite infestation within a foot or 18" from the exterior perimeter of the structure.
- Certification should require evidence of eradication, especially in the case of subterranean termites.
- EPA approved a definition of a structure for labels, which can be used as a template.
- Section 8505 of the B & P Code provides a broad description of a "structure," including various objects and areas.
- Challenges arise in defining structures, such as tree houses and structures built on property lines.
- There was a suggestion for merging regulations for liquid and bait treatments for termite control and/or suggested changes to Regulation 1991 to include bait treatments.
- There should be some language about removing subterranean termite tubes at the "conclusion of treatment," when using above ground termite bait stations.
- Explore the possibility of including language in laws and regulations that give authority to pest control operators to use baits based on label instructions.

3. Bait Stations:

- One bait product (Sentricon) has been on the market for 30 years and has undergone changes, including the introduction of bait devices in 2011.
- Many other states and countries have implemented the use of bait as a regular part of their termite extermination process.
- Some recent studies show that baits are considered superior to liquid treatments and should be a preferred method for subterranean termites.
- Above-ground stations can be used in conjunction with in-ground stations as a supplement for immediate treatment.
- The industry wants the option to use bait for termite control, but some PCOs may prefer liquid treatments.

4. Monitoring Devices:

- The use of monitoring stations may require inspections and notices of completion according to current laws.
- Determine if installing monitoring systems constitutes the need for an inspection and notice of completion.

5. Action items for future TAC meetings:

Compare the (EPA) definition of a structure with the proposed definitions used for pesticide labeling and prepare a draft of language for the next TAC meeting to consider.

Next Steps

The TAC will continue to meet and research these issues, and outline and prioritize them for discussion and possible recommendations to the board.



AGENDA ITEM 11 REGULATIONS

Consideration and Possible Action on Comments Received
Regarding Proposed Regulations to Amend Sections 1936,
1936.2, 1948, and 1997 of Title 16 of the CCR (Fees)



MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Sophia Azar, Executive Officer Structural Pest Control Board
SUBJECT	Agenda Item #11: Consideration of and Possible Action on Comments Received Regarding Proposed Regulations to Amend Sections 1936, 1936.2, 1948, and 1997 of Title 16 of the CCR (Fees)

Background

At its August 26, 2024, meeting, the Board approved regulatory changes pertaining to examination, initial license, renewal, and WDO Inspection and Completion Activity fees. The proposed changes will:

1. Amend section 1936 for the application forms for operators and field representatives.
2. Amend section 1936.2 for the applicator application form.
3. Amend section 1948 fee structure.
4. Amend section 1997 for the WDO Inspection and Completion Activity fee.

Status of the Regulation Proposal

On December 31, 2024, the initial rulemaking package was submitted to OAL for publication on January 10, 2025. The public comment period ended on February 24, 2025.

The Board received a total of eleven (11) timely comments during the 45-day comment period.

Summary of Comments Received

Industry stakeholders expressed a range of concerns regarding the proposed fee increases. One commenter understands the proposed fee increases and finds them reasonable but indicates an additional reason for the decline in the Board's receipt of WDO activity reporting fees (as noted on page 3 of the Initial Statement of Reasons (ISOR)) is due to competition from real estate professionals who, in home sale transactions, recommend general home inspections, which are not regulated, rather than WDO inspections.

Some commenters disagree with the fee increases in general without stating any specific concerns or issues. Other commenters feel the fee increases are proportionally too high. Commenters also indicate fee increases by the state and continued regulations are hurting businesses, especially small businesses.

Commenters particularly take issue with the increase in WDO activity reporting fees. Many commenters argue that the \$1 increase per WDO report disproportionately impacts small businesses, as it applies to every inspection conducted, adding significant financial strain. Several commenters note that businesses are already burdened by rising costs related to inflation, fuel, labor (including wages, taxes, and benefits), insurance, and regulatory compliance. In addition, some businesses are still dealing with the after affects due to the COVID-19 pandemic and natural disasters. Commenters fear the increased WDO activity reporting fee will affect profitability and make it harder to remain competitive.

Some commenters support increases to examination and license renewal fees to a degree, particularly if the revenue will be used to improve Board operations. However, there is strong opposition to increasing WDO activity reporting fees, which primarily affects Branch 3 companies.

Some argue that targeting unlicensed activity and illegal WDO inspections would be a more effective way to generate revenue without penalizing or burdening compliant individuals and businesses. Commenter claims this would foster greater trust and collaboration between the Board and its regulated community. Commenter argues increasing licensing and renewal fees could deter compliance and create additional challenges for those professionals who follow the law and maintain industry standards.

Other concerns include the lack of transparency regarding the Board's financial situation and cost reductions, with commenters requesting more data on budget shortfalls, the necessity for certain expenditures, and the necessity of the proposed increases. One commenter also questioned the estimated costs related to updating and posting the revised application forms.

One commenter specifically pointed out that Branch 3 operators are disproportionately absorbing the fee increases. The commenter provided an example of discrepancies between fumigation for drywood termites, which incurs a Board fee, and fumigation for bed bugs, which does not. The commenter also suggested eliminating the activity fee system in favor of increasing fees at every category along with business licensure fees for renewal of principal registration, arguing this would be a more balanced approach. The commenter further questioned whether the \$1 increase in WDO activity reporting fees would eventually be reduced and expressed concerns that the industry would face continued fee increases in the future. The commenter also noted that some fees were not keeping up with inflation and would need to be increased to meet basic inflation standards.

Additionally, some argue that comparing California's fees to other states is irrelevant, as the Board has historically operated within its budget. One commenter claimed the

comparison of California's fees to other states failed to consider how the fee structures in those states differed from California.

Overall, while there is some acknowledgment of the need for increased fees, most commenters urge the Board to reconsider the fee increases, especially the WDO activity reporting fee increase, and explore alternative revenue sources that do not place additional financial burdens on small businesses.

Recommended Response

After reviewing and considering the public comments regarding the proposed fee increases, staff recommends the Board reject the comments, decline to make any amendments to the proposed text, and move forward with the regulatory action as proposed. Further, while we acknowledge the concerns expressed by industry members, the comments presented do not provide a viable alternative to lessen the impact on small businesses while also addressing the Board's financial reality. Below are the key reasons why these comments should not result in amendments to the Board's proposal:

1. Financial Necessity of Fee Increases and Transparency

- As detailed on pages 2 and 3 of the ISOR, the Board operates as a special fund entity, funded primarily by WDO activity reporting, examination, licensing, and renewal fees, and disciplinary assessments. The Board is facing a structural budget deficit due to rising operational costs that include licensing and enforcement expenses and lower than projected revenues. The Board must increase fees to remain solvent. This fee increase proposal is based on thorough financial analysis and public transparency, including published budget data (see, items 2, 3, and 4 of the underlying data in the ISOR) and regulatory justifications detailed in the ISOR.
- The assertion that the Board should "cut costs" rather than raise fees ignores the fact that state-mandated salary increases, rising legal and IT costs, and inflation pressures are outside the Board's control. Raising fees will generate a reliable and predictable revenue stream for the Board, helping to offset the increased operational costs it faces.
- Although the Board understands that higher fees are not ideal to individuals and businesses, particularly as the industry evolves and faces external challenges, the Board has generally been conservative in raising fees. As stated on page 1 of the ISOR, field representative and operator licensing fees have not increased since 1990, the applicator license fee has remained unchanged since its establishment in 2007, and examination fees for all three license types have remained static since 2015. WDO activity reporting fees were last increased in 2020. The decision to raise fees currently is driven by necessity. While the fee increases may appear significant in proportion, the actual dollar amounts are only incrementally higher, with increases ranging from \$1 to \$35.

- As stated on page 3 of the ISOR, any workload and costs would be absorbed within existing resources. The Board notes that the process of updating and posting revised application forms is more involved than suggested by the commenter, including updates to online systems. The bulk of the cost estimate was provided by the Office of Information Services (OIS) based on the anticipated workload that OIS would provide in connection with this proposed rulemaking. The Board notes that the actual cost may differ from the estimate.

2. Statutory Maximums, Future Fee Adjustments, and Recommendation to Abandon Activity Fee System

- The Board has no authority to increase fees beyond the statutory maximums set in law. Almost all of the examinations, licensure, and renewal fees in this proposal are already being increased to the maximum statutorily allowable amount.
- The Board has no authority to change the fee system currently in place, and the fees the Board can legally collect are set forth in statute within the Structural Pest Control Act (Chapter 14 (commencing with section 8500) of Division 3 of the Business and Professions Code). Accordingly, at this time, the Board cannot eliminate the activity fee system in favor of increasing fees at every category along with business licensure fees for renewal of principal registration, as suggested by one commenter. However, the Board can consider a new fee structure, including the recommendations provided, for potential future statutory changes.
- The Board is working on a legislative effort to increase the statutory maximums for its fees. However, this process requires a law change and will take time. Accordingly, to address the Board's current financial situation, the Board must raise fees as indicated in this regulatory action to avoid insolvency.

3. WDO Activity Reporting Fee Concerns Are Not Justified

- Many comments argue that the \$1 increase in WDO activity reporting fees (from \$4 to \$5) is too high, citing that it represents a 25% increase. However, the adjustment is necessary to ensure the Board's financial sustainability.
- As discussed on pages 3 and 8 of the ISOR, WDO activity reporting fees account for approximately 80% of the Board's revenue. In connection with this rulemaking, almost all of the examination, licensure, and renewal fees are already being increased to the maximum statutorily allowable amounts. Without also increasing WDO activity reporting fees, the Board would be unable to maintain operations at necessary levels.
- Comments noting Branch 3 operators are disproportionately absorbing the fee increases fail to adequately consider the nuances of the Board's current fee structure. Unlike the Board's individual license fees, businesses do not have to pay annual renewal fees to the Board. Further, individual license and renewal fees are

assessed by the Board regardless of how much income an individual licensee may make. Businesses on the other hand, are only required to pay the WDO activity reporting fee when the WDO inspection is conducted – an inspection that, historically, has directly or indirectly resulted in revenue for businesses, as discussed in the next paragraph.

- Some commenters suggest that businesses cannot pass this cost onto consumers, but this increase amounts to only \$1 per report—an amount that is minimal compared to overall business expenses. As one commenter indicated, the average inspection fee in Ventura County can range from \$0 to \$100. This means that the proposed increase in WDO activity reporting fee could represent as little as a 1% profit loss to the business owner for some inspections. The Board does not track what individual businesses charge, so it has no way of knowing how many businesses perform WDO inspections for free or without recouping the WDO activity reporting fee.

It is common knowledge that some companies – particularly in certain areas of Los Angeles and other parts of Southern California – do not charge WDO inspection fees. Additionally, many businesses offer limited inspections at no cost in exchange for the opportunity to bid on corrective work, with the goal of generating significantly more revenue from the corrective work performed than the inspection fee itself. While some activities, such as supplemental inspections and notices of work completed, require a filing fee without an associated charge for the inspection or report, they often reflect greater revenue from the work performed.

Ultimately, the industry itself has set the standard for inspection and activity fees, including the decision to offer certain inspections at no cost. These business decisions are driven by the ability to generate revenue through the services and work performed rather than solely through inspection fees.

4. Enforcement Against Unlicensed Activity and Unlicensed WDO Inspections is Not a Revenue Solution

- Some comments propose that the Board focus on enforcement against unlicensed activity and unlicensed WDO inspections rather than increasing fees, especially WDO activity reporting fees that disproportionately affect small businesses. While enforcement is a priority, fines and penalties are not a reliable or sustainable source of revenue. Increasing enforcement may not effectively reduce the Board's budget deficit, and could even result in increased expenditures, as it is difficult to predict the extent to which enforcement activities would yield successful outcomes.
- The Board maintains, as stated on page 30 of the ISOR, that no reasonable alternative to the regulatory proposal would be either more effective in carrying out the purpose for which the action is proposed or would be as effective or less burdensome to affected private persons and equally effective in achieving the purposes of the regulation in a manner that ensures full compliance with the law being implemented or made specific.

- On the contrary, the increased fees will allow the Board to strengthen its enforcement efforts, improving its ability to identify and penalize unlicensed activities.

5. Comparisons to Other States Are Misleading

- Some comments argue that California should not compare its fees to other states. This overlooks the reality that the Board's costs of operation are higher than many other similarly situated states due to state-mandated requirements and increased regulatory oversight unique to California; yet the Board's fees remain comparatively lower.
- The Board referenced specific states with comparable scope of practice to California for illustrative purposes only. Even after the proposed increases, California's fees remain competitive with those in other states.

6. The Cost of Inaction is Greater

- Failure to adjust fees now will lead to financial insolvency, forcing the Board to cut essential services, delay processing times, and reduce enforcement capacity.
- Delaying fee increases would only necessitate larger, more abrupt increases in the future.

Actions Requested

The Board is asked to discuss the information presented in this memorandum and consider Board staff recommendations. Suggested motions are listed below. Staff recommend **Option A** for action on this item.

Option A (support the staff recommended responses to reject the comments): Direct staff to proceed as recommended to reject the comments as specified and provide the responses to the comments as indicated in this memorandum.

Option B (If there are changes to the proposed responses by the Board members): Direct staff to accept the public comments and make the following edits to the text: [identify what part of the comment to accept and text to change here and explain why].

Attachments

- A. Comments Received
- B. Originally Proposed Regulatory Language

From: [Bob Fritz](#)
To: [Azar, Sophia@DCA](#)
Cc: [Kevin Erskine](#)
Subject: Increase in WDO Fees
Date: Friday, January 10, 2025 4:28:02 PM

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Hi Sophia-

I just read through the proposed regulations and increased fees by the SPCB and felt compelled for the first time in my working career to express my concern regarding a fee increase. In the proposed regulations, you want to increase the WDO activity fees by \$1. Although \$1 does not sound like a lot, it's actually a 25% increase. Inflation at it's highest wasn't even 10% a few years ago. For small businesses such as ours, an increase this large isn't acceptable because it affects EVERY inspection we do moving forward. It has a real cost from the very first month it's initiated and will continue to cost our company every month thereafter unlike the fees you plan on raising for individual licenses (we don't have turnover like other companies; therefore, individual license fee increases aren't as impactful). We are struggling to overcome the effects of Covid, the complete destruction of Paradise (California's worst wildfire) and the forever increasing prices of fuel & insurance coverage.

I urge you to reconsider the overall increase of the proposed WDO activity fee since every inspection we perform will be impacted an additional 25% in fees. This is easy money for the SPCB in that you don't have to do any of the work to obtain this fee, you rely solely on the backs of businesses who spend money obtaining an inspection and paying all the wages, taxes and benefits for someone to perform the inspection and write the reports. After all this money is spent to obtain an inspection fee, we have to pay the SPCB an additional \$5 just to say we did an inspection.....a fee charged on EVERY inspection we do. It's A LOT and it's very burdensome on small businesses throughout California by the tune of thousands of dollars a year just for this proposed \$1 increase. It will be very impactful!!!

Thank you for providing our company a voice in this proposal-

Bob Fritz
Stone Ridge Termite & Pest Control
Chico & Paradise Areas

From: [Boyle, Kathleen@DCA](mailto:Boyle.Kathleen@DCA)
To: [Azar, Sophia@DCA](mailto:Azar.Sophia@DCA)
Subject: FW: Fees
Date: Friday, January 10, 2025 5:16:37 PM

From: Darrell Volentine [REDACTED]
Sent: Friday, January 10, 2025 4:17 PM
To: Boyle, Kathleen@DCA <Kathleen.Boyle@dca.ca.gov>
Subject: Fees

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Lower them

[Sent from AOL on Android](#)

From: PestBoard@DCA
To: Azar, Sophia@DCA
Subject: FW: Raise in fee.
Date: Monday, January 13, 2025 10:19:28 AM

From: Enriquez Frank [REDACTED] >
Sent: Friday, January 10, 2025 8:45 PM
To: PestBoard@DCA <PestBoard@dca.ca.gov>; Frank Enriquez [REDACTED] >
Subject: Raise in fee.

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I do not agree with the unnecessary hike in fees

[Yahoo Mail: Search, Organize, Conquer](#)

From: [Frank Anarumo](#)
To: [Boyle, Kathleen@DCA](#); [Azar, Sophia@DCA](#)
Subject: Notice of Rule making fees / Opposition to Proposed Fee Increases and Recommendation for Alternative Revenue Strategies
Date: Friday, January 10, 2025 4:10:58 PM

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Dear Members of the Structural Pest Control Board,

I hope this letter finds you well. I am writing to express my concerns regarding the proposed amendments to sections 1936, 1936.2, 1948, and 1997 of Title 16 of the California Code of Regulations, which appear to involve increases in licensing and renewal fees. While I understand the importance of maintaining the Board's operations and ensuring regulatory compliance within our industry, I believe raising fees for licensed professionals is not the best solution to address the Board's financial needs.

As a small business owner in the pest control industry, I am acutely aware of the financial pressures facing both individuals and companies in today's economy. Costs are rising across the board—fuel, equipment, labor, and insurance are all increasing. Adding higher licensing and renewal fees to this already heavy burden could deter compliance and create additional challenges for professionals who are dedicated to following the law and maintaining industry standards.

Instead of increasing fees for those of us who are already compliant, I urge the Board to focus on enforcing regulations against unlicensed operators and illegal practices. For example:

1. **Unlicensed Operators:** Gardeners and handymen often apply pesticides illegally, undermining the integrity of our industry and posing safety risks to the public. Stricter enforcement and penalties for these activities could generate significant revenue while addressing a critical problem.
2. **Unlicensed WDO Inspections:** Individuals and companies conducting wood-destroying organism (WDO) inspections without proper licensing not only violate state regulations but also harm consumer trust in our industry. Investigating and penalizing these violations would serve as a deterrent and provide an alternative revenue stream.

Additionally, California has a reputation for being an expensive state in many respects. It would be refreshing—and much appreciated—if we could lead by example in this industry by being less costly in licensing and fees compared to other states. By going after unlicensed individuals and companies who operate outside of the law, the Board could potentially achieve the revenue increase it seeks without placing an additional burden on hardworking, law-

abiding professionals.

I firmly believe that targeting noncompliant actors and illegal practices would better serve the Board's mission to protect the public while easing the financial strain on licensed professionals who strive to follow the law. Moreover, this approach would foster greater trust and collaboration between the Board and the industry it regulates.

Thank you for considering these points. I appreciate the work you do to uphold the standards of our profession, and I hope the Board will explore alternative strategies for revenue generation that align with our shared values of fairness, accountability, and affordability.

From: [Boyle, Kathleen@DCA](mailto:Boyle,Kathleen@DCA)
To: [Azar, Sophia@DCA](mailto:Azar,Sophia@DCA)
Cc: [Jackson-Duran, Kristina@DCA](mailto:Jackson-Duran,Kristina@DCA); [Boyle, Kathleen@DCA](mailto:Boyle,Kathleen@DCA)
Subject: FW: Response to proposed fee schedule
Date: Monday, January 13, 2025 9:40:58 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)

[REDACTED]

Kathy



Kathleen Boyle

Chief Enforcement Officer

Phone [REDACTED]

Email [REDACTED]

Website www.pestboard.ca.gov

Social   

From: Gammill Pest Solutions [REDACTED]
Sent: Monday, January 13, 2025 9:32 AM
To: Boyle, Kathleen@DCA [REDACTED] >
Subject: Response to proposed fee schedule

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Ms. Boyle,

Thank you for your time in reviewing my response to the proposed fee changes. I am sure that you are likely to receive many, but I am appreciative that SPCB has given the industry members a chance to respond to proposed changes.

First, I would like to state that with increased labor costs and the rise of expenses in most industries, I feel like the increase to exam costs is not unreasonable, especially if the increased revenue would be allocated to help hire more people/pay overtime/etc. to process SPCB related activities and issues.

However, I do feel that the dollar increase to WDO activities submissions is a bit excessive. I liked the

idea of getting additional revenue for the organization through the set amount of increases on licensure and renewal- not the sliding scale that the increase in activity submissions which exclusively penalizes branch 3 companies. I already spend thousands of dollars a year in WDO funds and hope that the board may reconsider getting additional revenue in this way.

Thank you for your time and have a great day!

--

Jim Gammill
Owner
Gammill Pest Solutions



From: [Joel Allen](#)
To: [Azar, Sophia@DCA](mailto:Azar,Sophia@DCA)
Subject: Notice to Fee"s
Date: Wednesday, January 15, 2025 4:55:19 PM

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Good afternoon Sophia,

I am writing this email in response to the latest email notification that the fee's will be increased soon.

I wanted to express my response that we do not need any other fee's in our industry. We are trying to make a living and the continual increases on fee's by the state and continued regulations are hurting businesses, especially small businesses.

We in the industry hope this does not happen.

Sincerely,
Joel



Joel Allen, President

PREMIUM TERMITE & PEST CONTROL



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From: [Kei Mackey](#)
To: [Boyle, Kathleen@DCA](#); [Azar, Sophia@DCA](#); [Jackson-Duran, Kristina@DCA](#)
Subject: Concerns about Proposed Fee increases
Date: Sunday, January 19, 2025 2:28:42 PM

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Hope this email finds you all well. I am writing over concerns of the proposed fee increases.

To start, it is noted that about 80% of the Board's total revenue is from the WDO reporting fees of which a 25% increase from 4 to 5 dollars is proposed. By itself this fee increase would see about a 15% increase in total revenue to the board. It was noted that there were concerns of insolvency due to decline of receipt of these fees so I would be interested to see what kind of reductions are ongoing and wonder why this data was not presented.

As quoted from the Initial Statement of Reason, "Additionally, the Board is experiencing rising costs from an ongoing information technology (IT) upgrade, increased Attorney General and Office of Administrative Hearings rates, operational costs, and recent pay increases from bargaining unit agreements." I would also be interested in seeing this data and wonder why it was not presented.

Moving to the licensing fees, we see noted in Table 1 some comparisons of California fees vs. other states. My argument against the licensing fee increases is that costs of other should be of no concern. Since the board has "historically been able to operate within its existing budget" a moderate increase of the bread and butter of revenue i.e. the WDO reporting fees should more than be enough. I would also want to evaluate the costs of fees compared to all 50 states rather than some potentially cherry-picked ones. If we can operate within a certain revenue, then the higher pricing of other states is irrelevant.

Looking at the proposed increases at Table 2 we see some extreme percentages. Most notably a 350% increase of the Applicator License and renewal fees. Also a 50% increase of the Field representative examination and renewal fees. Over 50% increase of the Operator exam fee. A 25% increase of the Operator license and renewal fee. The point I'm making is these are substantial increases to licensing fees that apparently only make up 20% of total revenue.

I would urge the Board to consider more carefully these fee increases. In times of overinflation and stagnating wages this is just another burden to those in the pest control industry. Please carefully evaluate what increases would actually be necessary.

Thank you,
Kei Mackey

From: [Kevin Marsden](#)
To: Azar, Sophia@DCA
Subject: Notice of Proposed Rulemaking - Fees
Date: Saturday, January 18, 2025 1:50:29 PM

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Good afternoon,

I am writing to give input to the proposed fee increases.

I am not opposed to the increase in examination and license renewal fees.

I am however **very opposed** to any increase in WDO reporting fees. The existing fees are already a burden to Branch 3 companies and this proposal will further burden our small family owned and operated business. As you may know, many companies charge little or nothing to complete an inspection. The average inspection fee in Ventura County is between \$0-100.00. The business environment and competition will not allow us to increase our fees to cover this additional cost. This will keep us from expanding our business or giving raises to our employees. Furthermore, the existing fee of \$4.00 per report and NOC is a continuing concern.

I am asking the SPCB to reconsider this additional fee increase.

Thank you,

Kevin Marsden
44 year licensee
President
Sherwood Inspections, Inc.
[REDACTED]

From: [MOE RODRIGUEZ](#)
To: [Azar, Sophia@DCA](#); [Jackson-Duran, Kristina@DCA](#)
Subject: Comment: Notice of Proposed Rulemaking - Fees
Date: Wednesday, January 15, 2025 2:55:35 PM

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Hello,

I totally understand this proposal and the fees are reasonable. However; the reason for them not so. The loss in revenue of the State of California and the Structural Pest Control Board from the Structural Pest Control industry is not based on inflation or its administrative costs (only).

The business activities of the WDO, specifically Branch3 industry, has been in decline for the last few years due to the behavior of the Real Estate industry. "The Home Inspection" has taken priority. Unfortunately most of the inspections and work or treatment are related to properties in a Real Estate transaction. For some reason; real estate professionals choose to use or recommend the general home inspection instead of the Branch3 WDO inspection; even though home inspectors in California are not regulated. They offer statements or diagnoses that in my own knowledge and opinion...

might be illegal; However these inspections take predominance over the Branch3 WDO inspection. Some of the business protocols of the Branch3 WDO industry are regulated by the State of California more than others...

whether or not the WDO Branch3 company is in the business of inspections and treatment only or does the wood repairs as well; in my opinion the report is not meant to be offered as an estimate but rather an informational tool to the consumer. This also might be affecting the decline of the Branch3 WDO inspection. All of the above I offered as one with the experiences in the field for the benefit of my industry and my beautiful State of California.

Thanks.

--

Sunlight Termite Inspections, Inc.

Reg.# PR 7946

Mauricio (Moe) A. Rodriguez, Jr.

Lic.# OPR 12372



From: [Boyle, Kathleen@DCA](mailto:Boyle.Kathleen@DCA)
To: [Sowers-Roberts, Melissa@DCA](mailto:Sowers-Roberts.Melissa@DCA); [Azar, Sophia@DCA](mailto:Azar.Sophia@DCA)
Cc: [Boyle, Kathleen@DCA](mailto:Boyle.Kathleen@DCA)
Subject: FW: Proposed Action
Date: Friday, January 10, 2025 5:32:40 PM

From: Michael Gelder [REDACTED] >
Sent: Friday, January 10, 2025 5:31 PM
To: Boyle, Kathleen@DCA [REDACTED] >
Subject: Proposed Action

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\$16,500.00 to update and post three application forms? That could be done in a short afternoon by one person. What am I missing?



Michael Gelder
EBS, LLC/Nation Wide Bird Control



From: [Gauden Exterminating](#)
To: [Boyle, Kathleen@DCA](#); [Azar, Sophia@DCA](#)
Subject: Title 16 Fees
Date: Monday, February 17, 2025 11:29:58 AM

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S.P.C.B

I will attempt to lay out the imbalance between branch 3 operators and Branch 1 / 2 operators. More precisely operator burden.

Under the proposal branch 3 operators are absorbing \$1,100,000 of increase while the remaining \$372,000 is broken amongst various licensure or renewal fees. If the board's revenue is down from what they believe to be a slowing in home transactions and subsequent demand for inspections, then so is the revenue of the companies in which they seek the greatest increase. Here is an example of this flaw from my business. If I estimate a drywood termite fumigation for a property and perform said fumigation I owe the board \$8, \$4 for the original limited and \$4 for the NOC , or \$10 moving forward. Conversely if I estimate the same property for a bed bug fumigation and perform the fumigation I owe the board nothing. The consumer of both products are afforded the protections of the board equally.

The Fee table that illustrates discrepancies in states is misleading. Both New York and Texas Lic their Operators and Applicators through one bruea with classifications in structural application attached to one license. While Florida has 2 divisions, total fees to both are well under California fees when Cal DPR and SPCB fees are taken into account. The above mentioned is without the WDO activity fees.

If the boards goal is to maintain quick Lic turnaround then application fees and licensure fees should support this exclusively. Most states charge well over 100 dollars for examination fees and equally for Lic. On a broader scale, abandoning the activity fee system in favor of greater fees at every category along with business licensure fees for renewal of your principal registration , tied to the burden that branch creates, could be a far more balanced approach.

A few forward thoughts. Once the board shores their budget does the \$1 dollar increase to \$5 return to \$4 dollars and if so when? If several fees have been stagnant since 1990 then they'd need to increase by 141% just to meet basic inflation standards and we are nowhere near that. Managing a bureau budget by housing demand , dwindling interest from the real estate community in a WDO report or outlaw companies who don't report all their activities leads me to believe we will be revisiting this sooner than later. I would like to see the board create a stop gap funding to allot time for industry input and a far more balanced up front licensing fee based approach.

Dave Gauden
Gauden Exterminating





AGENDA ITEM 12

REGULATIONS

Review, Discussion, and Possible Action to Ratify Amended Regulations at Sections 1936, 1936.2, 1948, and 1997 of Title 16 of the CCR (Fees)



MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Sophia Azar, Executive Officer Structural Pest Control Board
SUBJECT	Agenda Item #12: Review, Discussion, and Possible Action to Ratify Amended Regulations at Sections 1936, 1936.2, 1948, and 1997 of Title 16 of the California Code of Regulations (Fees)

At its August 26, 2024, meeting, the Board approved regulatory changes pertaining to examination, initial license, renewal, and WDO Inspection and Completion Activity fees. The proposed changes will:

1. Amend section 1936 for the application forms for operators and field representatives.
2. Amend section 1936.2 for the applicator application form.
3. Amend section 1948 fee structure.
4. Amend section 1997 for the WDO Inspection and Completion Activity fee.

Non-substantive changes were made to the proposed regulations, specifically, the applications forms, as highlighted. These changes include:

Operator License Application

1. Restore “**(optional)**” in Question #9 since it is present on the current form and strike for deletion.
2. Correct “**Employer**” to “**Employer’s**” in Question #11 for grammatical accuracy.
3. Standardize capitalization in Questions #16, #28, and the “Notice on Collection of Personal Information” section.
4. Revert “**Provide details of**” to “**Submit**” in Questions #18 and #19.
5. Remove an unnecessary paragraph above the certified true statement for consistency.
6. Capitalize “**The Department of ...**” in the final paragraph of the Notice section.

Field Representative License Application

1. Restore omitted payment instruction language at the top since it is present on the current form and strike for deletion.

2. Make the same grammatical and capitalization corrections as in the Operator application (Questions #11, #16, #18, #19, #28, and the Notice section).
3. Deleting **“the”** in Question #15 is unnecessary, as it is absent from the current form.
4. Restore inadvertently omitted **YES/NO checkboxes** in Question #26.
5. Correct the code reference in the Notice section from **“8562”** to **“8564”** for accuracy.

Applicator License Application

1. Clarify fee reference in the 5th bullet item.
2. Update the **footer revision date** to match other forms (**Rev. 08/2024**).
3. Change **“apply”** to **“qualify”** in Question #11 for consistency with other applications.
4. Remove an extra **question mark** in Question #12.
5. Deleting **“the”** in Question #13 was unnecessary.
6. Standardize capitalization in Questions #26 and the Notice section.
7. Remove a redundant paragraph above the certified true statement.
8. Correct the code reference in the Notice section from **“8562”** to **“8564.6”** and make **“Title”** lowercase.

These edits ensure accuracy, consistency, and proper formatting across all application forms.

Proposed Motion

Move for the Board to approve the proposed regulatory text for Sections 1936, 1936.2, 1948, and 1997 as presented in Attachment A, direct staff to take all steps necessary to complete the rulemaking process, including the filing of the final rulemaking package with the Office of Administrative Law, authorize the Executive Officer to make any additional non-substantive changes to the proposed regulations before completing the rulemaking process, and adopt the proposed amendments to Sections 1936, 1936.2, 1948, and 1997 with the non-substantive amendments discussed and approved at this meeting.

Attachment

1. Proposed Text - Fees

DEPARTMENT OF CONSUMER AFFAIRS
TITLE 16. STRUCTURAL PEST CONTROL BOARD

PROPOSED TEXT
Fees

Legend: Added text is indicated with an underline.
Deleted text is indicated by ~~strikeout~~.

§ 1936. Form and Date for Filing Application for License.

(a) An application for an initial operator's or field representative's license shall be:

(1) Filed at the principal office of the board on Form 43L-1 (Rev. ~~7/2008/2024~~) or Form 43L-14 (Rev. ~~7/2008/2024~~), which are hereby incorporated by reference, and shall comply with every requirement shown thereon.

(2) Accompanied by the required license fee specified in section 1948, unless the applicant qualifies for a waiver in accordance with subsection (c) of this section.

(b) All documents filed in support of any application shall be retained by the board; provided, however, that the board may, at its discretion, permit such documents to be withdrawn upon substitution of a true copy.

(c) The license fee referenced in paragraph (2) of subsection (a) shall be waived and the application shall be expedited if the applicant supplies proof of holding a current license or comparable authority to act as an operator or field representative in another state, district, or territory of the United States, and their spouse or domestic partner is an active-duty member of the Armed Forces of the United States and was assigned to a duty station in California under official active-duty military orders. "Proof" shall include supplying the following documentation with the application to receive application expedite and an initial license fee waiver per 115.5 of the code:

(1) Certificate of marriage or certified declaration/registration of domestic partnership filed with the California Secretary of State or other documentary evidence of legal union with an active-duty member of the Armed Forces of the United States,

(2) A copy of the applicant's current license to act as an operator or field representative in another state, district, or territory of the United States, and,

(3) A copy of the military orders establishing their spouse or partner's duty station in California.

NOTE: Authority cited: Section 8525, Business and Professions Code. Reference: Sections 27, 30, 31, 114.5, 115.4, 115.5, 135.4, 480, 494.5, 8560-8566 and 8674, Business and Professions Code; and Sections 11361.5 and 11361.7, Health and Safety Code.

§ 1936.2. Form for Filing Application for Applicator's License.

(a) An application for an initial applicator's license shall be:

(1) Filed at the principal office of the board on Form 43L-21 (Rev. 7/2008/2024), which is hereby incorporated by reference, and shall comply with every requirement shown thereon.

(2) Accompanied by the required license fee specified in section 1948, unless the applicant qualifies for a waiver in accordance with subsection (c) of this section.

(b) All documents filed in support of any application shall be retained by the board.

(c) The license fee referenced in paragraph (2) of subsection (a) shall be waived and the application shall be expedited if the applicant supplies proof of holding a current license or comparable authority to act as an applicator in another state, district, or territory of the United States, and their spouse or domestic partner is an active-duty member of the Armed Forces of the United States and was assigned to a duty station in California under official active-duty military orders. "Proof" shall include supplying the following documentation with the application to receive application expedite and an initial license fee waiver per 115.5 of the code:

(1) Certificate of marriage or certified declaration/registration of domestic partnership filed with the California Secretary of State or other documentary evidence of legal union with an active-duty member of the Armed Forces of the United States,

(2) A copy of the applicant's current license to act as an applicator in another state, district, or territory of the United States, and,

(3) A copy of the military orders establishing their spouse or partner's duty station in California.

NOTE: Authority cited: Section 8525, Business and Professions Code. Reference: Sections 27, 30, 31, 114.5, 115.4, 115.5, 135.4, 480, 494.5, 8564.5 and 8564.6, Business and Professions Code; and Sections 11361.5 and 11361.7, Health and Safety Code.

§ 1948. Fees.

(a) Pursuant to the provisions of section 8674 of the code, the following fees are established:

(1) Duplicate license	\$ 2
(2) Change of licensee name	\$ 2
(3) Operator's examination	\$ 65 <u>100</u>
(4) Operator's license	\$ 120 <u>150</u>
(5) Renewal operator's license	\$ 120 <u>150</u>
(6) Company office registration	\$120
(7) Branch office registration	\$ 60
(8) Field representative's examination	\$ 50 <u>75</u>
(9) Field representative's license	\$ 30 <u>45</u>
(10) Renewal field representative's license	\$ 30 <u>45</u>
(11) Change of registered company's name	\$ 25
(12) Change of principal office address	\$ 25
(13) Change of branch office address	\$ 25
(14) Change of qualifying manager	\$ 25
(15) Change of registered company's officers	\$ 25
(16) Change of bond or insurance	\$ 25
(17) Continuing education provider	\$ 50
(18) Continuing education course approval	\$ 25
(19) Pesticides use report filing	\$ 6
(20) Applicator's License	

	\$ 1035
(21) Renewal applicator's license	\$ 1035

(b) Pursuant to section 8564.5 of the code, the fee for examination for licensure as an applicator is ~~\$55.00~~ \$60.00 for each branch in which an examination is taken.

(c) Pursuant to section 8593 of the code, the fee for the continuing education examination for operators is \$65.00, for each branch in which an examination is taken.

(d) Pursuant to section 8593 of the code, the fee for the continuing education examination for field representatives is \$50.00, for each branch in which an examination is taken.

NOTE: Authority cited: Section 8525, Business and Professions Code. Reference: Sections 8564.5, 8593 and 8674, Business and Professions Code.

§ 1997. WDO Inspection and Completion Activity Fee.

Pursuant to the provisions of section 8674 of the Business and Professions Code, the following fee is determined, set and established:

(4a) The Activity Reporting fee per Property Address is ~~\$4.00~~ \$5.00.

NOTE: Authority cited: Sections 8525 and 8674, Business and Professions Code. Reference: Sections 8518 and 8674, Business and Professions Code.



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 P (916) 561-8704 | F (916) 263-2469 | www.pestboard.ca.gov



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APPLICATION FOR OPERATOR'S LICENSE
LICENSE FEE \$1250 (unless waived, see question No. 27)

(Remit by money order, cashier's check or personal check payable to the Structural Pest Control Board)

FOR BOARD SPCB USE ONLY	ATS No.		Cashiering No.		Checked By
	Effective Date	License No.	Branch		Class Code

IMPORTANT: If you are already licensed as an operator, it is only necessary to submit this form and your permanent wall license for upgrading. **There is no fee for upgrading.** Applicants applying for an original operator's license shall pass the SPCB's California Branch 1, 2, or 3 Operator Examination required by Business and Professions Code (BPC) section 8565 prior to submission of this application. Per BPC section 8561, you must apply to the SPCB for the issuance of an operator's license within one year of passing the examination. Failure to comply with these requirements will result in rejection of this application.

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- Each question must be fully and truthfully answered. An application may be denied if an applicant knowingly makes a false statement of fact that is required to be revealed in the application for the license. (See BPC section 480(e).)
- Attach additional sheets to this application wherever so directed or when space provided is not sufficient.
- An incomplete application will be returned to the applicant.
- Failure to provide all information requested will also result in application review delays.
- A \$150 License Fee is required. Submit the fee by money order, cashier's check, personal check, or certified check payable to the Structural Pest Control Board with this application to the address noted above.
- **Notice:** Under BPC sections 31 and 494.5, the State California Department of Tax and Fee Administration (CDTFA) and the Franchise Tax Board (FTB) may share taxpayer information with the SPCB. You are required to pay your state tax obligation. This application may be denied, or your license may be suspended if you have a state tax obligation, the state tax obligation is not paid, and your name appears on the CDTFA or FTB certified list of 500 largest tax delinquencies **ALL FIELDS MUST BE TYPED OR PRINTED.**

Business & Professions Code Section 8562

1. Check the branch(es) you are applying for: <input type="checkbox"/> Branch 1 – Fumigation <input type="checkbox"/> Branch 2 – General Pest <input type="checkbox"/> Branch 3 – Termite	
2. Check the type of Operator's License to be issued: <input type="checkbox"/> Inactive License <input type="checkbox"/> Employee of a Company <input type="checkbox"/> Qualifying Manager	
6.3. Name of Applicant: (Full name as it appears on your government issued identification.) (First) _____ (Middle) _____ (Last) _____	
4.3. Date of Birth: [MM/DD/YYYY]	5.4. Driver's License or California Identification No.: SSN/ITIN: _____
5. Social Security Number or Individual Tax Identification Number: _____	
Disclosure of your Social Security Number (SSN) or Individual Tax Identification Number (ITIN) is mandatory. Section 30 of the Business and Professions Code and Public Law 94-455 (42 U.S.C.A. 405(c)(2)(C)) authorize collection of your SSN or ITIN. Your SSN or ITIN will be used exclusively for tax enforcement purposes, for purposes of compliance with any judgment or order for	

family support in accordance with Family Code Section 17520, or for verification of licensure or examination status by a licensing or examination entity which utilizes a national examination and where licensure is reciprocal with the requesting state. If you fail to disclose your SSN or ITIN, your application for initial license will not be processed AND you will be reported to the Franchise Tax Board, which may assess a \$100 penalty against you.

6. Residence Address: (Building Number) (Street Name) (Unit Number) **Telephone Number:**
() () () () () ()

(City)City: **(State)State:** **(Zip)Zip:**

7. Mailing Address: (Note: This address will be made available to the public in accordance with BPC section 27. You may provide a P.O. Box or other alternate address in lieu of your residence address in response to this question.)
(Building Number) (Street Name) (Unit Number)

(City)City: **(State)State:** **(Zip)Zip:**

8. Telephone Number: () **9. Email Address (optional):** _____

7-10. Employer: **11. Employer's Telephone Number:**
() () () () () ()

12. Employer's Address: (Building Number) (Street Name) (Unit Number)

(City)City: **(State)State:** **(Zip)Zip:**

13. Are you 18 years of age or older?
(An individual must be 18 years of age or older to qualify for an operator license) YES NO

8-14. Are you presently licensed or have you previously been licensed as a structural pest control applicator, field representative, or operator in the State of California? If YES, state provide license number(s):
 YES NO

9-15. Give the names and addresses of individuals and businesses with whom you have been associated in the pest control business as a partner or business associates in the last five years (attach additional sheets if needed):

10-16. Are you now or have you ever been licensed to do structural pest control in another state?

If YES, provide the name of the State and your license number following:
Name of the state(s) and your license number(s) _____ YES NO

Type of license(s) _____
Name(s) license(s) issued under _____

11-17. Are you at the present time employed or engaged in the structural pest control business?
If YES, by whom and in what capacity? _____ YES NO

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~~12. Have you ever had a professional or vocational license refused, denied, suspended or revoked by this or any other State agency?~~ YES NO
 If YES, attach a signed detailed statement.

~~13. Do you have any pending disciplinary actions against you in regards to any professional or vocational licenses?~~ YES NO
 If YES, attach a signed detailed statement.

~~14. Have you ever been associated with any person, partnership or corporation, whose professional or vocational license was refused, denied, suspended or revoked by this or any other State agency?~~ YES NO
 If YES, attach a signed detailed statement.

~~15. Are you currently in the United States Military?~~ YES NO

~~16. Have you ever served in the United States Military?~~ YES NO

~~17. Are you married to, or in a domestic partnership or other legal union with, an active duty member of the Armed Forces of the United States who is assigned to a duty station in this state under official active duty military orders?~~ YES NO

~~18. Have you ever been found guilty of any violation or any provision of the Structural Pest Control Act?~~ YES NO
 If YES, attach a signed detailed statement.

~~19-18. EXPERIENCE~~ - Submit Provide details of all actual compensated structural pest control experience gained while in the employ of a company registered in the State of California. Experience must be certified on a CERTIFICATE OF EXPERIENCE FORM. Attach Certificate of Experience Form(s) to this application.

Time Period		Employer and Address	Description of duties performed
From	To		

~~20-19. EQUIVALENT EXPERIENCE/TRAINING~~ - Submit Provide details of all experience/training which you believe is equivalent to experience/training gained while in the employ of a pest control company. Such activities can include ~~but are not limited to military service, or structural pest control related occupations, or any other related activity.~~

Time Period		Employer and Address	Description of duties performed
From	To		

~~21-20. OUT OF STATE EXPERIENCE~~ - Out of state experience will be evaluated as to the equivalency of experience under a structural pest control company registered to do business in the State of California.

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State in which you gained experience: _____

Do you hold a license issued by that State? If YES, you must have a certified license history sent to the California Structural Pest Control Board from that state's licensing agency as well as a copy of that State's Rules and Regulations. List in chronological order all structural pest control experience gained out of state. Experience must be certified by employer.

Attach certification of experience to this application.

Time Period		Employer and Address	Description of duties performed
From	To		

21. Within the preceding seven (7) years from the date of the application and excluding actions based upon any criminal conviction history, have you ever had any professional or vocational license or certificate denied, suspended, revoked, or otherwise disciplined by the SPCB or any other governmental authority in this state or any other state, U.S. federal jurisdiction, or foreign country?

YES NO

22. Within the preceding seven (7) years from the date of the application and excluding actions based upon any criminal conviction history, have you ever, acting as a partner, officer, managing employee, or qualifying manager of a firm, partnership, or corporation, had knowledge of and participated in the commission of any act resulting in the suspension or revocation of a license or company registration?

YES NO

23. Excluding actions based upon any criminal conviction history, have you received notice of any pending disciplinary action(s) against you regarding any professional or vocational license or certificate issued by any other governmental authority in this state or any other state, U.S. federal jurisdiction, or foreign country?

YES NO

24. If you answered YES to questions 21, 22, or 23, attach copies of the disciplinary decision taken by the licensing board, agency, or other governmental organization ("board") that contains the following information:

- (A) the type of disciplinary action taken (e.g., revocation, suspension, probation),
- (B) the effective date of the disciplinary action,
- (C) the license type,
- (D) the license number,
- (E) the name and location of the licensing board, and
- (F) an explanation of the violations found by the licensing board.

In addition, you may submit a statement or documents showing your rehabilitation efforts or any mitigating information that you would like the SPCB to consider.

25. Are you currently serving in, or have you previously served in, the United States Military?

YES NO

26. Have you served as an active-duty member of the US Armed Forces and were you honorably discharged per BPC section 115.4(a)?

YES NO

If YES, attach a copy of your previous military service (DD214 – Certificate of Release or Discharge from Active Duty, or current military orders) for expedited review of your application.

<p>27. Do you already hold a current, active license, or comparable authority, to act as an operator in another U.S. state or territory, and your spouse or domestic partner is an active-duty member of the Armed Forces of the United States and was assigned to a duty station in California under official orders?</p> <p>If YES, your application will receive an expedited review and a waiver of the license fee. Note: if you meet the military spouse or domestic partner requirement please attach copies of the following documentation to this application:</p> <p>(A) <u>certificate of marriage or certified declaration/registration of domestic partnership filed with the Secretary of State or other documentary evidence of legal union with an active-duty member of the U.S. Armed Forces,</u></p> <p>(B) <u>a copy of your current license in another state, district, or territory of the United States, and</u></p> <p>(C) <u>a copy of the military orders establishing your spouse or partner's duty station in California.</u></p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>28. Are you an active-duty member of a regular component of the United States Armed Forces and enrolled in the United States Department of Defense's SkillBridge program as authorized under <u>§section 1143(e)</u> of title 10 of the United States Code and requesting expedited processing of your application pursuant to BPC section 115.4, subdivision (b)?</p> <p>If YES, please provide the following with your application: <u>a written approval document or letter from your respective United States Armed Forces Service branch (Army, Navy, Air Force, Marine Corps, Space Force, or Coast Guard), signed by your first field grade commanding officer that specifies your name, the approved SkillBridge opportunity, and the specified duration of your participation (i.e., start and end dates).</u></p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>29. REFUGEE, ASYLEE, OR SPECIAL IMMIGRANT: BPC section 135.4 provides that the California Structural Pest Control Board shall expedite, and may assist, the initial licensure process for certain applicants described below. <u>Do any of the following apply to you?</u></p> <ul style="list-style-type: none"> <u>You were admitted to the United States as a refugee pursuant to section 1157 of title 8 of the United States Code; or</u> <u>You were granted asylum by the Secretary of Homeland Security or the United States Attorney General pursuant to section 1158 of title 8 of the United States Code; or</u> <u>You have a special immigrant visa and were granted a status pursuant to section 1244 of Public Law 110-181, Public Law 109-163, or section 602(b) of title VI of division F of Public Law 111-8, relating to Iraqi and Afghan translators/interpreters or those who worked for or on behalf of the United States government.</u> <p>If YES, attach evidence of your status as a refugee, asylee, or special immigrant visa holder as follows:</p> <ul style="list-style-type: none"> <u>Form I-94, arrival/departure record, with an admission class code such as "re" (refugee) or "ay" (asylee) or other information designating the person a refugee or asylee; or</u> <u>Special immigrant visa that includes the classification codes of "SI" or "SQ"; or</u> <u>Permanent resident card (Form I-551), commonly known as a "green card," with a category designation indicating that the person was admitted as a refugee or asylee; or</u> <u>An order from a court of competent jurisdiction or other documentary evidence that provides reasonable assurances to the SPCB that you qualify for expedited licensure per BPC section 135.4.</u> 	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p><u>The information on this application is required pursuant to Section 8540 and following of the Business and Professions Code. All information requested in this application is mandatory, none is voluntary. Failure to provide any of the requested information will result in the application being rejected as incomplete. The information you furnish will be used to determine whether you do or do not meet the requirements for which you are applying. The information you provide may be transferred to other governmental and law enforcement agencies and may be disclosed upon a Public Records Act request made pursuant to Section 6250 of the Government Code. You have a right of access to records maintained by this agency which contain personal information about you subject to the provisions of the Information Practices Act. (§1798 et. seq. of the Civil Code). The information is maintained by the Structural Pest Control Board, 2005 Evergreen Street, Suite 1500, Sacramento, CA 95815-3831; telephone 916/561-8704. The</u></p>	

Registrar of the Board is the Custodian of Records.

CERTIFIED TRUE STATEMENT

I certify under penalty of perjury under the laws of the State of California ~~to the truth and accuracy of that~~ all statements and representations, including any attachments in support of this application, made and furnished in connection with this application, ~~including all statements attached hereto are true and correct. I understand that falsifying information on this application may result in denial of this application.~~ I certify that I am the applicant whose signature appears below, at least eighteen years of age and have read and ~~understand~~received the "Notice on Collection of Personal Information:" section on the last page of this application form.

~~Original Signature:~~

~~Date:~~

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NOTICE ON COLLECTION OF PERSONAL INFORMATION

Disclosure of your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) is mandatory.

Sections 30, 31, and 494.5 of the BPC and Public Law 94-455 (42 U.S.C.A. 405(c)(2)(C)) authorize collection of your SSN or ITIN. Your SSN or ITIN shall be used exclusively for tax enforcement purposes, for purposes of compliance with any judgment or order for family support in accordance with Family Code Section 17520, or for verification of licensure or examination status by a licensing or examination entity which utilizes a national examination and where licensure is reciprocal with the requesting state. If you fail to disclose your SSN or ITIN, your application for initial license shall not be processed AND you shall be reported to the Franchise Tax Board, which may assess a \$100 penalty against you.

Collection and Use of Personal Information

The Structural Pest Control Board of the Department of Consumer Affairs collects the personal information requested on this form as authorized by Business and Professions Code BPC Section 8562, and Title 16, California Code of Regulations Section 1936 and the Information Practices Act. The Structural Pest Control Board uses this information principally to identify and evaluate applicants for licensure, issue and renew licenses, enforce licensing standards set by law and regulation, update and maintain current licensee information, and for mailing purposes.

Mandatory Submission

Submission of the requested information is mandatory. The Structural Pest Control Board cannot consider your application for licensure ~~or renewal~~ unless you provide all of the requested information.

Access to Personal Information

You may review the records maintained by the Structural Pest Control Board that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information

We make every effort to protect the personal information you provide us. The information you provide, however, may be disclosed in the following circumstances:

- In response to a Public Records Act request (Government Code ~~Section 62597920,000~~ and following), as allowed by the Information Practices Act (Civil Code ~~Section 1798~~ and following);
- To another government agency as required by State or Federal law; or,
- In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information

For questions about this notice or access to your records, you may contact:
The Structural Pest Control Board's ~~Executive Officer~~ at 2005 Evergreen Street, Suite 1500, Sacramento, CA 95815, by phone at (916) 561-8704, or by email at pestboard@dca.ca.gov.

For questions about the Department's Privacy Policy, you may contact:

~~The Department of Consumer Affairs at 1625 North Market Boulevard, Sacramento, CA 95834, by~~ phone at (800) 952-5210, or by email at dca@dca.ca.gov.

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BUSINESS, CONSUMER SERVICES AND HOUSING AGENCY • GAVIN NEWSOM, GOVERNOR
 DEPARTMENT OF CONSUMER AFFAIRS • STRUCTURAL PEST CONTROL BOARD
 2005 Evergreen St., Suite 1500, Sacramento, CA 95815
 P (916) 561-8700 | F (916) 263-2469 | www.pestboard.ca.gov



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**APPLICATION FOR
 FIELD REPRESENTATIVE'S LICENSE**

LICENSE FEE: \$3045 (unless waived, see question No. 27)

(Remit by money order, cashier's check or personal check payable to the Structural Pest Control Board)

FOR BOARD SPCB USE ONLY	ATS No.		Cashiering No.		Checked By
	Effective Date	License No.	Branch	Class Code	

IMPORTANT: If you are already licensed as a field representative, it is only necessary to submit this form and your permanent wall license for upgrading. **There is no fee for upgrading.** Applicants applying for an original field representative license shall pass the SPCB's California Branch 1, 2, or 3 Field Representative Examination required by Business and Professions Code (BPC) section 8566 prior to submission of this application. Per BPC section 8563, you must apply to the SPCB for the issuance of a field representative license within one year of passing the examination. Failure to comply with these requirements will result in rejection of this application.

- Each question must be fully and truthfully answered. An application may be denied if an applicant knowingly makes a false statement of fact that is required to be revealed in the application for the license. (See BPC section 480(e).)
- Attach additional sheets to this application wherever so directed or when space provided is not sufficient.
- An incomplete application will be returned to the applicant.
- Failure to provide all information requested will also result in application review delays.
- A \$45 License Fee is required. Submit the fee by money order, cashier's check, personal check, or certified check payable to the Structural Pest Control Board with this application to the address noted above.
- Notice:** Under BPC sections 31 and 494.5, the State California Department of Tax and Fee Administration (CDTFA) and the Franchise Tax Board (FTB) may share taxpayer information with the SPCB. You are required to pay your state tax obligation. This application may be denied or your license may be suspended if you have a state tax obligation, the state tax obligation is not paid, and your name appears on the CDTFA or FTB certified list of 500 largest tax delinquencies. **ALL FIELDS MUST BE TYPED OR PRINTED.**

Business & Professions Code Section 8564

1. Check the branch(es) you are applying for:			
<input type="checkbox"/> Branch 1 – Fumigation	<input type="checkbox"/> Branch 2 – General Pest	<input type="checkbox"/> Branch 3 – Termite	
2. Check the type of Field Representative's License to be issued:			
<input type="checkbox"/> Inactive License		<input type="checkbox"/> Employee of a Company	
3. Date of Birth:--		4. Driver's License or California Identification No.:	

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5.— Social Security Number or Individual Tax Identification Number: _____ Disclosure of your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) is mandatory. Section 30 of the Business and Professions Code and Public Law 94-455 (42 U.S.C.A. 405(c)(2)(C)) authorize collection of your SSN or ITIN. Your SSN or ITIN will be used exclusively for tax enforcement purposes, for purposes of compliance with any judgment or order for family support in accordance with Family Code Section 17520, or for verification of licensure or examination status by a licensing or examination entity which utilizes a national examination and where licensure is reciprocal with the requesting state. If you fail to disclose your SSN or ITIN, your application for initial license will not be processed AND you will be reported to the Franchise Tax Board, which may assess a \$100 penalty against you.			
6-3. Name of Applicant: (Full name as it appears on your government issued identification) (First) (Middle) (Last)			
4. Date of Birth: (MM/DD/YYYY)		5. SSN/ITIN:	
6. Residence Address: (Building Number) (Street Name) (Unit Number)			Telephone Number: (____)
(city) City:	(State) State:	(Zip) Zip:	Email Address (optional):
7. Mailing Address: (Note: This address will be made available to the public in accordance with BPC section 27. You may provide a P.O. Box or other alternate address in lieu of your residence address in response to this question.) (Building Number) (Street Name) (Unit Number)			
(city) City:	(State) State:	(Zip) Zip:	
8. Telephone Number: (____)		9. Email Address:	
7-10. Employer:			11. Employer's Telephone Number: (____)
12. Employer's Address: (Building Number) (Street Name) (Unit Number)			Telephone Number: (____)
(city) City:	(State) State:	(Zip) Zip:	
8.— Previous Employer:			
Previous Employer's Address:			Telephone Number: Area Code (____)
13. Are you 18 years of age or older? (An individual must be 18 years of age or older to qualify for a field representative license)			<input type="checkbox"/> YES <input type="checkbox"/> NO
9-14. Are you presently licensed or have you previously been licensed as a structural pest control applicator, field representative, or operator in the State of California? If YES, state provide license number(s):			<input type="checkbox"/> YES <input type="checkbox"/> NO

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~~10-15.~~ Give the names and addresses of the individuals and businesses with whom you have been associated in the pest control business as a partners or business associates in the last five years (attach additional sheets if needed):

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~~11-16.~~ Are you now or have you ever been licensed to do structural pest control in another State?

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If YES, provide the name of the State and your license number following:

Name of the State(s) and your license number(s)

Type of license(s)

Name(s) license(s) issued under

YES NO

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~~12-17.~~ Are you at the present time employed or engaged in the structural pest control business?

YES NO

If YES, by whom and in what capacity?

~~13.~~ Have you ever had a professional or vocational license refused, denied, suspended or revoked by this or any other State agency?

YES NO

If YES, attach a signed detailed statement.

~~14.~~ Do you have any pending disciplinary action against you in regards to any professional or vocational license?

YES NO

If YES, attach a signed detailed statement.

~~15.~~ Have you ever been connected with any person, partnership or corporation, whose professional or vocational license was refused, denied, suspended or revoked by this or any other State agency?

YES NO

If YES, attach a signed detailed statement.

~~16.~~ Have you ever been found guilty of any violation or any provision of the Structural Pest Control Act?

YES NO

If YES, attach a signed detailed statement.

~~17-18.~~ **EXPERIENCE** -- Submit Provide details of all actual compensated structural pest control experience gained while in the employ of a company registered in the State of California. Experience must be certified on a CERTIFICATE OF EXPERIENCE FORM. Attach Certificate of Experience Form(s) to this application.

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Time Period		Employer and Address	Description of duties performed
From	To		

~~18-19.~~ **EQUIVALENT EXPERIENCE/TRAINING** - Submit Provide details of all experience/training which you believe is equivalent to experience/training gained while in the employ of a pest control company. Such activities can include, ~~but are not limited to, military service, or structural pest control related occupations, or any other related activity.~~

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Time Period		Employer and Address	Description of duties performed
From	To		

19-20. OUT OF STATE EXPERIENCE -- Out of state experience will be evaluated as to the equivalency of experience under a structural pest control company registered to do business in the State of California.		
State in which you gained experience: _____		
Do you hold a license issued by that State? If YES, you must have a certified license history sent to the California Structural Pest Control Board from that state's licensing agency as well as a copy of that State's Rules and Regulations.		
List in chronological order all structural pest control experience gained out of state. Experience must be certified by employer.		
Attach certification of experience to this application.		
Time Period From	To	Employer and Address
		Description of duties performed
20. Are you currently in the United States Military? <input type="checkbox"/> YES <input type="checkbox"/> NO		
21. Have you ever served in the United States Military? <input type="checkbox"/> YES <input type="checkbox"/> NO		
22. Are you married to, or in a domestic partnership or other legal union with, an active duty member of the Armed Forces of the United States who is assigned to a duty station in this state under official active duty military orders? _____ <input type="checkbox"/> YES <input type="checkbox"/> NO		
21. Within the preceding seven (7) years from the date of the application and excluding actions based upon any criminal conviction history, have you ever had any professional or vocational license or certificate denied, suspended, revoked, or otherwise disciplined by the SPCB or any other governmental authority in this state or any other state, U.S. federal jurisdiction, or foreign country?		<input type="checkbox"/> YES <input type="checkbox"/> NO
22. Within the preceding seven (7) years from the date of the application and excluding actions based upon any criminal conviction history, have you ever acting as a partner, officer, managing employee, or qualifying manager of a firm, partnership, or corporation, had knowledge of and participated in the commission of any act resulting in the suspension or revocation of a license or company registration?		<input type="checkbox"/> YES <input type="checkbox"/> NO
23. Excluding actions based upon any criminal conviction history, have you received notice of any pending disciplinary action(s) against you regarding any professional or vocational license or certificate issued by any other governmental authority in this state or any other state, U.S. federal jurisdiction, or foreign country?		<input type="checkbox"/> YES <input type="checkbox"/> NO
24. If you answered YES to questions 21, 22, or 23, attach copies of the disciplinary decision taken by the licensing board, agency, or other governmental organization ("board") that contains the following information: (A) the type of disciplinary action taken (e.g., revocation, suspension, probation), (B) the effective date of the disciplinary action, (C) the license type, (D) the license number, (E) the name and location of the licensing board, and (F) an explanation of the violations found by the licensing board.		

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In addition, you may submit a statement or documents showing your rehabilitation efforts or any mitigating information that you would like the SPCB to consider.

<p>25. Are you currently serving in, or have you previously served in, the United States Military?</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>26. Have you served as an active-duty member of the US Armed Forces and were you honorably discharged per BPC section 115.4(a)?</p> <p><i>*If YES, attach a copy of your previous military service (DD214 – Certificate of Release or Discharge from Active Duty, or current military orders) for expedited review of your application.</i></p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>27. Do you already hold a current, active license, or comparable authority, to act as an operator in another U.S. state or territory, and your spouse or domestic partner is an active-duty member of the Armed Forces of the United States and was assigned to a duty station in California under official orders?</p> <p>If yes, your application will receive an expedited review and a waiver of the license fee. Note: if you meet the military spouse or domestic partner requirement please attach copies of the following documentation to this application:</p> <p>(A) certificate of marriage or certified declaration/registration of domestic partnership filed with the Secretary of State or other documentary evidence of legal union with an active-duty member of the U.S. Armed Forces. (B) a copy of your current license in another state, district, or territory of the United States, and (C) a copy of the military orders establishing your spouse or partner's duty station in California.</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>28. Are you an active-duty member of a regular component of the United States Armed Forces and enrolled in the United States Department of Defense's SkillBridge program as authorized under section 1143(e) of title 10 of the United States Code and requesting expedited processing of your application pursuant to BPC section 115.4, subdivision (b)?</p> <p>If YES, please provide the following with your application: a written approval document or letter from your respective United States Armed Forces Service branch (Army, Navy, Air Force, Marine Corps, Space Force or Coast Guard), signed by your first field grade commanding officer that specifies your name, the approved SkillBridge opportunity, and the specified duration of your participation (i.e., start and end dates).</p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>

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29. REFUGEE, ASYLEE, OR SPECIAL IMMIGRANT: BPC section 135.4 provides that the California Structural Pest Control Board shall expedite, and may assist, the initial licensure process for certain applicants described below. Do any of the following apply to you?

- You were admitted to the United States as a refugee pursuant to section 1157 of title 8 of the United States Code; or
- You were granted asylum by the Secretary of Homeland Security or the United States Attorney General pursuant to section 1158 of title 8 of the United States Code; or
- You have a special immigrant visa and were granted a status pursuant to section 1244 of Public Law 110-181, Public Law 109-163, or section 602(b) of title VI of division F of Public Law 111-8, relating to Iraqi and Afghan translators/interpreters or those who worked for or on behalf of the United States government.

YES NO

If YES, attach evidence of your status as a refugee, asylee, or special immigrant visa holder as follows:

- Form I-94, arrival/departure record, with an admission class code such as "re" (refugee) or "ay" (asylee) or other information designating the person a refugee or asylee; or
- Special immigrant visa that includes the classification codes of "SI" or "SQ"; or
- Permanent resident card (Form I-551), commonly known as a "green card," with a category designation indicating that the person was admitted as a refugee or asylee; or
- An order from a court of competent jurisdiction or other documentary evidence that provides reasonable assurances to the SPCB that you qualify for expedited licensure per BPC section 135.4.

CERTIFIED TRUE STATEMENT

I certify under penalty of perjury under the laws of the State of California to the truth and accuracy of that all statements and representations, including any attachments in support of this application, made and furnished in connection with this application, including all statements attached hereto are true and correct. I understand that falsifying information on this application may result in denial of this application. I certify that I am the applicant whose signature appears below, at least eighteen years of age and have read and understand received the "Notice on Collection of Personal Information," section on the last page of this application form.

Original Signature _____

Date _____

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NOTICE ON COLLECTION OF PERSONAL INFORMATION

Disclosure of your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) is mandatory.

Sections 30, 31, and 494.5 of the BPC and Public Law 94-455 (42 U.S.C.A. 405(c)(2)(C)) authorize collection of your SSN or ITIN. Your SSN or ITIN shall be used exclusively for tax enforcement purposes, for purposes of compliance with any judgment or order for family support in accordance with Family Code Section 17520, or for verification of licensure or examination status by a licensing or examination entity which utilizes a national examination and where licensure is reciprocal with the requesting state. If you fail to disclose your SSN or ITIN, your application for initial license shall not be processed AND you shall be reported to the Franchise Tax Board, which may assess a \$100 penalty against you.

Collection and Use of Personal Information

The Structural Pest Control Board of the Department of Consumer Affairs collects the personal information requested on this form as authorized by Business and Professions Code BPC Section ~~8562, 8564~~ and Title 16, California Code of Regulations Section 1936 and the Information Practices Act. The Structural Pest Control Board uses this information principally to identify and evaluate applicants for licensure, issue and renew licenses, enforce licensing standards set by law and regulation, update and maintain current licensee information, and for mailing purposes.

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Mandatory Submission

Submission of the requested information is mandatory. The Structural Pest Control Board cannot consider your application for licensure or renewal unless you provide all of the requested information.

Access to Personal Information

You may review the records maintained by the Structural Pest Control Board that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information

We make every effort to protect the personal information you provide us. The information you provide, however, may be disclosed in the following circumstances:

- In response to a Public Records Act request (Government Code Section ~~62507920.000~~ and following), as allowed by the Information Practices Act (Civil Code Section 1798 and following);
- To another government agency as required by State or Federal law; or,
- In response to a court or administrative order, a subpoena, or a search warrant.

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Contact Information

For questions about this notice or access to your records, you may contact: The Structural Pest Control Board's Executive Officer at 2005 Evergreen Street, Suite 1500, Sacramento, CA 95815, by phone at (916) 561-8704, or by email at pestboard@dca.ca.gov.

For questions about the Department's Privacy Policy, you may contact:

The Department of Consumer Affairs at 1625 North Market Boulevard, Sacramento, CA 95834, by phone at (800) 952-5210, or by email at dca@dca.ca.gov.

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APPLICATION FOR APPLICATOR'S LICENSE

LICENSE FEE \$1035 (unless waived, see question No. 21)

(Remit by money order, cashier's check or personal check payable to the Structural Pest Control Board)

FOR BOARD USE ONLY	ATS No.		Cashiering No.	Checked By
	Effective Date	License No.	Branch	Class Code

IMPORTANT: Applicants applying for an original applicator license shall pass the SPCB'S California Branch 2 or 3 Applicant Examination required by Business and Professions Code (BPC) section 8564.5 prior to submission of this application. Failure to comply with these requirements will result in rejection of this application.

- Each question must be fully and truthfully answered. An application may be denied if an applicant knowingly makes a false statement of fact that is required to be revealed in the application for the license. (See BPC section 480(e).)
- Attach additional sheets to this application wherever so directed or when space provided is not sufficient.
- An incomplete application will be returned to the applicant.
- Failure to provide all information requested will also result in application review delays.
- A \$35 License Fee is required. Submit the fee by money order, cashier's check, personal check, or certified check payable to the *Structural Pest Control Board* with this application to the address noted above.
- **Notice:** Under BPC sections 31 and 494.5, the State California Department of Tax and Fee Administration (CDTFA) and the Franchise Tax Board (FTB) may share taxpayer information with the SPCB. You are required to pay your state tax obligation. This application may be denied or your license may be suspended if you have a state tax obligation, the state tax obligation is not paid, and your name appears on the CDTFA or FTB certified list of 500 largest tax delinquencies. **ALL FIELDS MUST BE TYPED OR PRINTED.**

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BUSINESS AND PROFESSIONS CODE SECTION 8564.6

1. Name of Applicant: (Full name as it appears on your government issued identification.) (First) (Middle) (Last)		
2. Residence Address: (Building Number) (Street Name) (Unit Number) (City) (State) (Zip)		Telephone Number: (---)
Mailing Address: (Building Number) (Street Name) (Unit Number) (City) (State) (Zip)		Email Address (optional):
2. Date of Birth: (MM/DD/YYYY)		3. SSN/ITIN:
4. Residence Address: (Building Number) (Street Name) (Unit Number)		

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City:	State:	Zip:
5. Mailing Address: (Note: This address will be made available to the public in accordance with BPC section 27. You may provide a P.O. Box or other alternate address in lieu of your residence address in response to this question.) <small>(Building Number) (Street Name) (Unit Number)</small>		
City:	State:	Zip:
6. Telephone Number: ()	7. Email Address:	
8. Employer:		9. Employer's Telephone Number: ()
10. Employer's Address: (Building Number) (Street Name) (Unit Number)		Telephone Number: ()
(City) City:	(State) State:	(Zip) Zip:
4. Date of Birth:	5. Driver's License No.:	
6. Social Security Number or Individual Tax Identification Number: Disclosure of your Social Security Number (SSN) or Individual Tax Identification Number (ITIN) is mandatory. Section 30 of the Business and Professions Code and Public Law 94-455 (42 U.S.C.A. 405(e)(2)(C)) authorize collection of your SSN or ITIN. Your SSN or ITIN will be used exclusively for tax enforcement purposes, for purposes of compliance with any judgment or order for family support in accordance with Family Code Section 17520, or for verification of licensure or examination status by a licensing or examination entity which utilizes a national examination and where licensure is reciprocal with the requesting state. If you fail to disclose your SSN or ITIN, your application for initial license will not be processed AND you will be reported to the Franchise Tax Board, which may assess a \$100 penalty against you.		
7.11. Are you 18 years of age or older? <small>(An individual must be 18 years of age or older to apply/qualify for an applicator license)</small>	<input type="checkbox"/> YES <input type="checkbox"/> NO	
8-12. Are you presently licensed or have you previously been licensed as a structural pest control applicator, field representative, or operator or equivalent in the State of California, this or any other state? If YES, state provide license number(s):	<input type="checkbox"/> YES <input type="checkbox"/> NO	
9-13. Give the names and addresses of the individuals and businesses with whom you have been associated in the pest control business as a partners or business associates in the last five years (attach additional sheets if needed):		
<hr/>		
10-14. Are you at the present time employed or engaged in the structural pest control business? If YES, by whom and in what capacity?	<input type="checkbox"/> YES <input type="checkbox"/> NO	
11. Have you ever had any professional or vocational license refused, denied, suspended or revoked by this or any other State agency? If YES, attach a signed detailed statement.	<input type="checkbox"/> YES <input type="checkbox"/> NO	
12. Do you have any pending disciplinary actions against you in regards to any professional or vocational licenses? If YES, attach a signed detailed statement.	<input type="checkbox"/> YES <input type="checkbox"/> NO	
13. Have you ever been connected with any person, partnership or corporation, whose professional or vocational license was refused, denied, suspended or revoked by this or any other State agency? If YES, attach a signed detailed statement.		

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14. Are you currently in the United States Military?	<input type="checkbox"/> YES <input type="checkbox"/> NO
15. Are you married to, or in a domestic partnership or other legal union with, an active-duty member of the Armed Forces of the United States who is assigned to a duty station in this state under official active-duty military orders?	<input type="checkbox"/> YES <input type="checkbox"/> NO
16. Have you ever served in the United States Military?	<input type="checkbox"/> YES <input type="checkbox"/> NO
17. Have you ever been found guilty of any violation or any provision of the Structural Pest Control Act? If YES, attach a signed detailed statement.	<input type="checkbox"/> YES <input type="checkbox"/> NO
15. Within the preceding seven (7) years from the date of the application and excluding actions based upon any criminal conviction history, have you ever had any professional or vocational license or certificate denied, suspended, revoked, or otherwise disciplined by the SPCB or any other governmental authority in this state or any other state, U.S. federal jurisdiction, or foreign country?	<input type="checkbox"/> YES <input type="checkbox"/> NO
16. Within the preceding seven (7) years from the date of the application and excluding actions based upon any criminal conviction history, have you ever acting as a partner, officer, managing employee, or qualifying manager of a firm, partnership, or corporation, had knowledge of and participated in the commission of any act resulting in the suspension or revocation of a license or company registration?	<input type="checkbox"/> YES <input type="checkbox"/> NO
17. Excluding actions based upon any criminal conviction history, have you received notice of any pending disciplinary action(s) against you regarding any professional or vocational license or certificate issued by any other governmental authority in this state or any other state, U.S. federal jurisdiction, or foreign country?	<input type="checkbox"/> YES <input type="checkbox"/> NO
<p>18. If you answered YES to questions 15, 16, or 17, attach copies of the disciplinary decision taken by the licensing board, agency, or other governmental organization ("board") that contains the following information:</p> <p>(A) the type of disciplinary action taken (e.g., revocation, suspension, probation), (B) the effective date of the disciplinary action, (C) the license type, (D) the license number, (E) the name and location of the licensing board, and (F) an explanation of the violations found by the licensing board.</p> <p>In addition, you may submit a statement or documents showing your rehabilitation efforts or any mitigating information that you would like the SPCB to consider.</p>	
19. Are you currently serving in, or have you previously served in, the United States Military?	<input type="checkbox"/> YES <input type="checkbox"/> NO
<p>20. Have you served as an active-duty member of the US Armed Forces and were you honorably discharged per BPC section 115.4(a)?</p> <p>*If YES, attach a copy of your previous military service (DD214 – Certificate of Release or Discharge from Active Duty, or current military orders) for expedited review of your application.</p>	<input type="checkbox"/> YES <input type="checkbox"/> NO
<p>21. Do you already hold a current, active license, or comparable authority, to act as an operator in another U.S. state or territory, and your spouse or domestic partner is an active-duty member of the Armed Forces of the United States and was assigned to a duty station in California under official orders?</p> <p>If YES, your application will receive an expedited review and a waiver of the license fee. Note: if you meet the military spouse or domestic partner requirement please scan and attach copies of the following documentation to this application:</p> <p>(A) certificate of marriage or certified declaration/registration of domestic partnership filed with the Secretary of State or other documentary evidence of legal union with an active-duty member of the U.S. Armed Forces, (B) a copy of your current license in another state, district, or territory of the United States, and</p>	<input type="checkbox"/> YES <input type="checkbox"/> NO

<p><u>(C) a copy of the military orders establishing your spouse or partner's duty station in California.</u></p>	
<p>22. Are you an active-duty member of a regular component of the United States Armed Forces and enrolled in the United States Department of Defense's SkillBridge program as authorized under Section 1143(e) of title 10 of the United States Code and requesting expedited processing of your application pursuant to BPC section 115.4, subdivision (b)?</p> <p><u>If YES, please provide the following with your application: a written approval document or letter from your respective United States Armed Forces Service branch (Army, Navy, Air Force, Marine Corps, Space Force or Coast Guard), signed by your first field grade commanding officer that specifies your name, the approved SkillBridge opportunity, and the specified duration of your participation (i.e., start and end dates).</u></p>	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p>23. REFUGEE, ASYLEE, OR SPECIAL IMMIGRANT: BPC section 135.4 provides that the California Structural Pest Control Board shall expedite, and may assist, the initial licensure process for certain applicants described below. Do any of the following apply to you?</p> <ul style="list-style-type: none"> You were admitted to the United States as a refugee pursuant to section 1157 of title 8 of the United States Code; or You were granted asylum by the Secretary of Homeland Security or the United States Attorney General pursuant to section 1158 of title 8 of the United States Code; or You have a special immigrant visa and were granted a status pursuant to section 1244 of Public Law 110-181, Public Law 109-163, or section 602(b) of title VI of division F of Public Law 111-8, relating to Iraqi and Afghan translators/interpreters or those who worked for or on behalf of the United States government. <p>If YES, attach evidence of your status as a refugee, asylee, or special immigrant visa holder as follows:</p> <ul style="list-style-type: none"> Form I-94, arrival/departure record, with an admission class code such as "re" (refugee) or "ay" (asylee) or other information designating the person a refugee or asylee; or Special immigrant visa that includes the classification codes of "SI" or "SQ"; or Permanent resident card (Form I-551), commonly known as a "green card," with a category designation indicating that the person was admitted as a refugee or asylee; or An order from a court of competent jurisdiction or other documentary evidence that provides reasonable assurances to the SPCB that you qualify for expedited licensure per BPC section 135.4. 	<p><input type="checkbox"/> YES <input type="checkbox"/> NO</p>
<p><u>The information on this application is required pursuant to Section 8560 and following of the Business and Professions Code. All information requested in this application is mandatory, none is voluntary. Failure to provide any of the requested information will result in the application being rejected as incomplete. The information you furnish will be used to determine whether you do or do not meet the requirements for which you are applying. The information you provide may be transferred to other governmental and law enforcement agencies and may be disclosed upon a Public Records Act request made pursuant to Section 6250 of the Government Code. You have a right of access to records maintained by this agency which contain personal information about you subject to the provisions of the Information Practices Act. (§1798 et. seq. of the Civil Code) The information is maintained by the Structural Pest Control Board, 2005 Evergreen Street, Suite 1500, Sacramento, CA 95815-3831; telephone 916/561-8704. The Registrar of the Board is the Custodian of Records.</u></p>	
<p style="text-align: center;">CERTIFIED TRUE STATEMENT</p> <p>I certify under penalty of perjury under the laws of the State of California to the truth and accuracy of that all statements and representations, including any attachments in support of this application, made and furnished in connection with this application, including all statements attached hereto are true and correct. I understand that falsifying information on this application may result in denial of this application. I certify that I am the applicant whose signature appears below, at least eighteen years of age and have read and understand received the "Notice on Collection of Personal Information;" section on the last page of this application form.</p>	
<p>Original Signature: _____</p>	<p>Date: _____</p>

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NOTICE ON COLLECTION OF PERSONAL INFORMATION

Disclosure of your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) is mandatory.

Sections 30, 31, and 494.5 of the BPC and Public Law 94-455 (42 U.S.C.A. 405(c)(2)(C)) authorize collection of your SSN or ITIN. Your SSN or ITIN shall be used exclusively for tax enforcement purposes, for purposes of compliance with any judgment or order for family support in accordance with Family Code Section 17520, or for verification of licensure or examination status by a licensing or examination entity which utilizes a national examination and where licensure is reciprocal with the requesting state. If you fail to disclose your SSN or ITIN, your application for initial license shall not be processed AND you shall be reported to the Franchise Tax Board, which may assess a \$100 penalty against you.

Collection and Use of Personal Information

The Structural Pest Control Board of the Department of Consumer Affairs collects the personal information requested on this form as authorized by Business and Professions Code BPC Section ~~8542-8564.6~~ and Title 16, California Code of Regulations Section 1936 and the Information Practices Act. The Structural Pest Control Board uses this information principally to identify and evaluate applicants for licensure, issue and renew licenses, enforce licensing standards set by law and regulation, update and maintain current licensee information, and for mailing purposes.

Mandatory Submission

Submission of the requested information is mandatory. The Structural Pest Control Board cannot consider your application for licensure or renewal unless you provide all of the requested information.

Access to Personal Information

You may review the records maintained by the Structural Pest Control Board that contain your personal information, as permitted by the Information Practices Act. See below for contact information.

Possible Disclosure of Personal Information

We make every effort to protect the personal information you provide us. The information you provide, however, may be disclosed in the following circumstances:

- In response to a Public Records Act request (Government Code Section ~~6259-7920,000~~ and following), as allowed by the Information Practices Act (Civil Code Section 1798 and following);
- To another government agency as required by State or Federal law; or,
- In response to a court or administrative order, a subpoena, or a search warrant.

Contact Information

For questions about this notice or access to your records, you may contact:
The Structural Pest Control Board's Executive Officer at 2005 Evergreen Street, Suite 1500, Sacramento, CA 95815, by phone at (916) 561-8704, or by email at pestboard@dca.ca.gov.

For questions about the Department's Privacy Policy, you may contact:

~~The~~the Department of Consumer Affairs at 1625 North Market Boulevard, Sacramento, CA 95834, by phone at (800) 952-5210, or by email at dca@dca.ca.gov.

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AGENDA ITEM 13

REGULATIONS

Discussion and Possible Action to Reconsider Previously Approved Text, and to Consider Initiation of a Rulemaking to Amend Regulations at Sections 1940, 1940.1, 1941, and 1942 of Title 16 of the CCR (Examinations)



MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Sophia Azar, Executive Officer Structural Pest Control Board
SUBJECT	Agenda Item #13: Discussion and Possible Action to Reconsider Previously Approved Text, and to Consider Initiation of a Rulemaking to Amend Regulations at Sections 1940, 1940.1, 1941, and 1942 of Title 16 of the California Code of Regulations (Examinations)

At its August 26, 2024, meeting, the Board approved proceeding with amendments to the above sections of Title 16, California Code of Regulations (16 CCR) to update the Board's regulations to conform with requirements to implement federal minimum core standards for pesticide applicators, including adding portions of Title 40 Code of Federal Regulations (40 CFR), Part 171 section 171.103, which would be incorporated by reference into the regulations.

During staff's preparation of the rulemaking file for review by the Director of the Department of Consumer Affairs and the Business, Consumer Services and Housing Agency, it was discovered that a copy of 40 CFR Part 171 section 171.103, which is to be incorporated by reference, was inadvertently not included in the meeting materials for the August 2024 meeting. In addition, the version date for 40 CFR Part 171 section 171.103 used in the proposed text was changed from "effective May 22, 2018" to "July 1, 2023" to reflect the most current and publicly available copy of the 40 CFR Part 171 regulations (available online at: <https://www.govinfo.gov/>), and to maintain consistency between the dates cited in the proposed regulatory language and the copy of 40 CFR Part 171 section 171.103 to be incorporated by reference in the proposed regulatory text. In other words, the date listed for the federal regulation in the text (Attachment A) and the publication date for the federal regulation itself (Attachment B) need to "match" to avoid confusion and meet the standards for consistency and clarity that are required by the California Administrative Procedure Act.

Recommendation

Staff recommends the Board review the proposed regulatory text and consider whether to approve it as written, or to suggest changes to the proposed text. After review and discussion, consider one of the following motions:

Motion Option A: (To be used if the Board has NO suggested changes for the proposed regulatory text)

Rescind the Board's prior text approval for this item from August 2024 and instead approve the proposed regulatory text as presented in the meeting materials in Attachments A and B, and submit the approved text to the Director of the Department of Consumer Affairs and the Business, Consumer Services, and Housing Agency for review, and if no adverse comments are received, authorize the Executive Officer to take all steps necessary to initiate the rulemaking process, make any non-substantive changes to the text and the package, and set the matter for a hearing if requested. If after the 45-day public comment period, no adverse comments are received and no public hearing is requested, authorize the Executive Officer to take all steps necessary to complete the rulemaking, and adopt the proposed regulations, including the document incorporated by reference, as noticed for 16 CCR sections 1940, 1940.1, 1941, and 1942.

Motion Option B: (To be used if the Board DOES have suggested changes for the proposed regulatory text)

Rescind the Board's prior text approval for this item from August 2024 and instead approve the proposed regulatory text as presented in the meeting materials in Attachments A and B with the following changes: (specify the proposed changes to the proposed text). In addition, submit the approved text as revised at this meeting to the Director of the Department of Consumer Affairs and the Business, Consumer Services, and Housing Agency for review, and if no adverse comments are received, authorize the Executive Officer to take all steps necessary to initiate the rulemaking process, make any non-substantive changes to the text and the package, and set the matter for a hearing if requested. If after the 45-day public comment period, no adverse comments are received and no public hearing is requested, authorize the Executive Officer to take all steps necessary to complete the rulemaking, and adopt the proposed regulations, including the document incorporated by reference, as noticed for 16 CCR sections 1940, 1940.1, 1941, and 1942.

Attachments

- A. Proposed Changes to Regulatory Language
- B. 40 CFR Part 171 section 171.103 (Dated: 2023-07-01), to be incorporated by reference

PROPOSED TEXT

California Code of Regulations Title 16. Professional and Vocational Regulations Division 19. Structural Pest Control Board

Proposed amendments to the regulatory language are shown in single underline for new text and ~~single strikethrough~~ for deleted text.

§ 1940. Notice of Operator's and Field Representative's Examinations.

~~Operator's and Field Representative's examination notices shall be mailed to all persons eligible for examination. Such notice shall be sent by United States mail, the postage fully prepaid, addressed to the applicant's address as shown on the notice of examination. After submitting a completed application for examination and receiving a written approval notice from the board in accordance with section 1940.1, applicants shall successfully complete the applicable examination requirements specified in this section.~~

- (a) As a condition of licensure, applicants for an applicator license in Branch 2 or 3 shall pass the Board's California Applicator Examination, which requires applicants to demonstrate practical knowledge of the subjects specified in Section 8564.5 of the code, California pesticide laws and regulations, and the minimum federal core standards detailed in Title 40 of the Code of Federal Regulations (40 CFR) Part 171 section 171.103(c) (July 1, 2023), which is hereby incorporated by reference.
- (b) As a condition of licensure, applicants for a field representative license shall pass the Board's California Branch 1, 2, or 3 Field Representative Examination, as applicable, which requires applicants to demonstrate practical knowledge of the subjects specified in Section 8566 of the code, the requirements in paragraph (1) or (2), as applicable, California pesticide laws and regulations and the minimum federal core standards detailed in Title 40 of the Code of Federal Regulations (40 CFR) Part 171 section 171.103(c) (July 1, 2023), which is hereby incorporated by reference.
- (1) As part of their applicable examination specified in subsection (b), applicants for a Branch 1 field representative license shall also demonstrate practical knowledge of the core standards detailed in 40 CFR Part 171 section 171.103(d)(14) (July 1, 2023), which is hereby incorporated by reference.
- (2) As part of their applicable examination specified in subsection (b), applicants for a Branch 2 or 3 field representative license shall also demonstrate practical knowledge of the core standards detailed in 40 CFR Part 171 section 171.103(d)(7) (July 1, 2023), which is hereby incorporated by reference.
- (c) As a condition of licensure, applicants for an operator license shall pass the Board's California Branch 1, 2, or 3 Operator Examination, as applicable, which requires applicants to demonstrate practical knowledge of the subjects specified in Section 8565 of the code, California pesticide laws and regulations, the requirements in

paragraph (1) or (2), as applicable, and the minimum federal core standards detailed in 40 CFR Part 171 section 171.103(c) (July 1, 2023), which is hereby incorporated by reference.

(1) As part of their applicable examination specified in subsection (c), applicants for a Branch 1 operator license shall also demonstrate practical knowledge of the core standards detailed in 40 CFR Part 171 section 171.103(d)(14) (July 1, 2023), which is hereby incorporated by reference.

(2) As part of their applicable examination specified in subsection (c), applicants for a Branch 2 or 3 operator license shall also demonstrate practical knowledge of the core standards detailed in 40 CFR Part 171 section 171.103(d)(7) (July 1, 2023), which is hereby incorporated by reference.

(d) Upon passing an examination specified in this section, an applicant may submit an application for applicator, field representative, or operator license pursuant to section 1936 or 1936.2, as applicable.

(e) “Pass” or “Passing” an examination specified in this section means earning a score consistent with the requirements set forth in Section 8560 of the code.

NOTE: Authority cited: Section 8525, Business and Professions Code. Reference: Sections 8560, 8561, 8563, 8564.5, 8565, 8565.5, 8566, and 8674, Business and Professions Code.

§ 1940.1. Application for Examination.

(a) All new applicants seeking to take an examination specified in section 1940 shall first submit a completed application for examination to the board, at its current physical address listed on its website or through the Board’s online portal accessible through the Board’s website accompanied by such statements and documents as required by this subsection. A completed application for examination shall include the applicable applicator, field representative, or operator examination fee required by section 1948 and all of the following information:

(1) Applicant’s full legal name (Last Name) (First Name) (Middle Name).

(2) Applicant’s date of birth (month, day, and year).

(3) Applicant’s Social Security Number or Individual Taxpayer Identification Number, which is authorized to be collected pursuant to section 30 and 494.5 of the Code and Pub. L 94-455 (42 U.S.C.A. § 405(c)(2)(C)), and will be used exclusively for identification, tax enforcement purposes, or compliance with any judgment or order for family support in accordance with Section 17520 of the Family Code.

(4) Applicant’s residence address.

(5) Applicant’s mailing address, if different from residence address.

(6) Applicant’s telephone number.

(7) Applicant’s email address.

- (8) Whether the applicant has previously applied for the examination.
- (9) Whether the applicant is presently or was previously licensed with the board.
- (10) A disclosure regarding whether the applicant is requesting a reasonable accommodation pursuant to subdivision (b) of Government Code Section 12944. The applicant shall provide medical documentation consisting of a written document with the name, license number, telephone number, date and signature of a physician confirming the existence of the applicant's disability or medical condition (as defined in Government Code section 12926) and the need for the reasonable accommodation.
- (11) A statement signed by the applicant under penalty of perjury that the information provided in the application for examination is true and correct.
- (12) A copy of the applicant's acceptable government issued photo identification.
- (13) Applicants for a Branch 1, 2, or 3 operator license shall also submit satisfactory proof of completing the applicable courses required by Section 8565.5 of the code within the timeframe required by section 1934. "Satisfactory proof" shall mean a certificate of completion or other document signed and dated by an authorized representative of a continuing education provider approved by the Board per section 1953 specifying that the applicant satisfactorily completed course(s) in the applicable subjects specified in Section 8565.5 of the code.

(b) Once the board confirms the application for examination is complete in accordance with subsection (a), the applicant is qualified pursuant to Sections 8563, 8564, 8564.5 and 8565 of the code, as applicable, and the appropriate examination fee is paid as required by subsection (a), the board shall send a written approval notice to the examination vendor, PSI Services LLC (PSI), and to the applicant by email or, if an email address is not provided by the applicant, by United States Postal Service to the mailing address the applicant provided in their application for examination.

(1) The approval notice shall contain the web-site address, email address, telephone number, and mailing address of PSI, specify that the applicant is responsible for complying with the requirements in paragraphs (2) and (3), and specify that failure to appear for the examination is grounds for forfeiture of the examination fee, unless the applicant requests and is granted a postponement in accordance with section 1941.

(2) The applicant shall contact PSI to schedule an examination date, time, and site location.

(3) The applicant shall appear at the designated PSI examination site location at their scheduled date and time, and the applicant shall present their acceptable government-issued photo identification at the time of examination.

(c) For the purposes of this section, "acceptable government-issued photo identification" means any of the following:

(1) Unexpired driver's license or identification card issued by a U.S. state or territory,

- (2) Unexpired United States military identification card including active duty, retiree, or reservist military identification card (DD Form 2 or 2 A),
- (3) Unexpired Passport from any country,
- (4) Unexpired United States-issued passport card,
- (5) Unexpired United States-issued Permanent Resident Card (Form I-551),
- (6) Unexpired Mexican Consulate identification card, or,
- (7) Unexpired United States-issued Employment Authorization Card (EAC -- Form I766).

NOTE: Authority cited: Section 8525, Business and Professions Code. Reference: Section 8560, 8561, 8563, 8564.5, 8565, 8565.5, 8566, and 8674, Business and Professions Code.

§ 1941. Failure to Appear for ~~an~~ Operator's or Field Representative's Examinations.

~~Failure of an applicant to appear for an operator's or field representative's examination specified in section 1940 after proper notification thereof shall be grounds for forfeiture of the examination fee, unless the applicant requests and is granted a postponement not less than five days prior to such examination or is excused by the board, for good cause, from complying with this requirement. An applicant who receives a postponement of not more than six (6) months will not be required to file a new application for examination prescribed in section 1940.1.~~

NOTE: Authority cited: Section 8525, Business and Professions Code. Reference: Sections 8560 and 8674, Business and Professions Code.

1942. Applicant Failing Operator's or Field Representative's Application for Re-Examination.

(a) An applicant who ~~does not pass and~~ fails the operator's or field Representative's examination ~~specified in section 1940~~ may request to take another examination ~~within six (6) months thereafter~~ by submitting on the same an application for re-examination to the board, at its current physical address listed on its website or through the Board's online portal accessible through the Board's website, accompanied by such statements and documents as required by this subsection. A completed application for re-examination shall include the application fee required by section 1948 and the following information:

- (1) Applicant's full legal name (Last Name) (First Name) (Middle Name).
- (2) Applicant's Examination ID Number.
- (3) Applicant's current mailing address, if different than previously supplied.
- (4) Applicant's email address, if any.
- (5) Applicant's telephone number.
- (6) A statement signed by the applicant under penalty of perjury that the information provided in the application for examination is true and correct.

(b) Once the board approves an applicant for re-examination, the board shall send a written approval notice to the examination vendor, PSI Services LLC (PSI), and to the applicant by email or, if an email address is not provided by the applicant, by United States Postal Service to the mailing address the applicant provided in their application for re-examination.

(1) The approval notice shall contain the web-site address, email address, telephone number, and mailing address of PSI, specify that the applicant is responsible for complying with the requirements in paragraphs (2) and (3), and specify that failure to appear for the examination is grounds for forfeiture of the examination fee, unless the applicant requests and is granted a postponement in accordance with section 1941.

(2) The applicant shall contact PSI to schedule an examination date, time, and site location.

(3) The applicant shall appear at the designated PSI examination site location at their scheduled date and time, and the applicant shall present their acceptable government-issued photo identification at the time of examination.

(A) For the purposes of this section, “acceptable government-issued photo identification” has the same meaning as provided in section 1940.1.

NOTE: Authority cited: Section 8525, Business and Professions Code. Reference: Sections 8560, 8561, 8563, 8564.5, and 8674, Business and Professions Code.

Code of Federal Regulations

Title 40 - Protection of Environment

Volume: 26

Date: 2023-07-01

Original Date: 2023-07-01

Title: Section 171.103 - Standards for certification of commercial applicators.

Context: Title 40 - Protection of Environment. CHAPTER I - ENVIRONMENTAL PROTECTION AGENCY (CONTINUED). SUBCHAPTER E - PESTICIDE PROGRAMS. PART 171 - CERTIFICATION OF PESTICIDE APPLICATORS. Subpart B - Certification Requirements for Applicators of Restricted Use Pesticides.

§ 171.103 Standards for certification of commercial applicators.

(a) *Determination of competency.* To be determined to have the necessary competency in the use and handling of restricted use pesticides by a State, Tribe, or Federal agency, a commercial applicator must receive a passing score on a written examination that meets the standards specified in paragraph (a)(2) of this section and any related performance testing that is required by the State, Tribe, or Federal agency. Examinations and any alternate methods employed by the certifying authority to determine applicator competency must include the core standards applicable to all categories (paragraph (c) of this section) and the standards applicable to each category in which an applicator seeks certification (paragraph (d) of this section). Certification processes must meet all of the following criteria:

(1) *Commercial applicator minimum age.* A commercial applicator must be at least 18 years old.

(2) *Examination standards.* The certifying authority must ensure that examinations conform to all of the following standards:

(i) The examination must be presented and answered in writing.

(ii) The examination must be proctored by an individual designated by the certifying authority and who is not seeking certification at any examination session that he or she is proctoring.

(iii) Each person seeking certification must present at the time of examination valid, government-issued photo identification or other form of similarly reliable identification authorized by the certifying authority as proof of identity and age to be eligible for certification.

(iv) Candidates must be monitored throughout the examination period.

(v) Candidates must be instructed in examination procedures before beginning the examination.

(vi) Examinations must be kept secure before, during, and after the examination period so that only the candidates have access to the examination, and candidates have access only in the presence of the proctor.

(vii) Candidates must not have verbal or non-verbal communication with anyone other than the proctor during the examination period.

(viii) No portion of the examination or any associated reference materials described in paragraph (a)(2)(ix) of this section may be copied or retained by any person other than a person authorized by the certifying authority to copy or retain the examination or any associated reference materials described in paragraph (a)(2)(ix) of this section.

(ix) The only reference materials used during the examination are those that are approved by the certifying authority and provided and collected by the proctor.

(x) Reference materials provided to examinees are reviewed after the examination is complete to ensure that no portion of the reference material has been removed, altered, or destroyed.

(xi) The proctor reports to the certifying authority any examination administration inconsistencies or irregularities, including but not limited to cheating, use of unauthorized materials, and attempts to copy or retain the examination.

(xii) The examination must be conducted in accordance with any other requirements of the certifying authority related to examination administration.

(xiii) The certifying authority must notify each candidate of the results of his or her examination.

(b) **Additional methods of determining competency.** In addition to written examination requirements for determining competency, a certifying authority may employ additional methods for determining applicator competency, such as performance testing. Any such additional methods must be specified in the certifying authority's Agency-approved certification plan and must comply with the applicable standards in paragraph (a) of this section.

(c) **Core standards for all categories of certified commercial applicators.** Persons seeking certification as commercial applicators must demonstrate practical knowledge of the principles and practices of pest control and proper and effective use of restricted use pesticides by passing a written examination. Written examinations for all commercial applicators must address all of the following areas of competency:

(1) **Label and labeling comprehension.** Familiarity with pesticide labels and labeling and their functions, including all of the following:

(i) The general format and terminology of pesticide labels and labeling.

(ii) Understanding instructions, warnings, terms, symbols, and other information commonly appearing on pesticide labels and labeling.

(iii) Understanding that it is a violation of Federal law to use any registered pesticide in a manner inconsistent with its labeling.

(iv) Understanding labeling requirements that a certified applicator must be physically present at the site of the application.

(v) Understanding labeling requirements for supervising noncertified applicators working under the direct supervision of a certified applicator.

(vi) Understanding that applicators must comply with all use restrictions and directions for use contained in pesticide labels and labeling, including being certified in the certification category appropriate to the type and site of the application.

(vii) Understanding the meaning of product classification as either general or restricted use and that a product may be unclassified.

(viii) Understanding and complying with product-specific notification requirements.

(ix) Recognizing and understanding the difference between mandatory and advisory labeling language.

(2) **Safety.** Measures to avoid or minimize adverse health effects, including all of the following:

(i) Understanding the different natures of the risks of acute toxicity and chronic toxicity, as well as the long-term effects of pesticides.

(ii) Understanding that a pesticide's risk is a function of exposure and the pesticide's toxicity.

(iii) Recognition of likely ways in which dermal, inhalation, and oral exposure may occur.

(iv) Common types and causes of pesticide mishaps.

(v) Precautions to prevent injury to applicators and other individuals in or near treated areas.

(vi) Need for, and proper use of, protective clothing and personal protective equipment.

(vii) Symptoms of pesticide poisoning.

(viii) First aid and other procedures to be followed in case of a pesticide mishap.

(ix) Proper identification, storage, transport, handling, mixing procedures, and disposal methods for pesticides and used pesticide containers, including precautions to be taken to prevent children from having access to pesticides and pesticide containers.

(3) **Environment.** The potential environmental consequences of the use and misuse of pesticides, including the influence of all of the following:

(i) Weather and other indoor and outdoor climatic conditions.

(ii) Types of terrain, soil, or other substrate.

(iii) Presence of fish, wildlife, and other non-target organisms.

(iv) Drainage patterns.

(4) **Pests.** The proper identification and effective control of pests, including all of the following:

(i) The importance of correctly identifying target pests and selecting the proper pesticide product(s) for effective pest control.

(ii) Verifying that the labeling does not prohibit the use of the product to control the target pest(s).

(5) **Pesticides.** Characteristics of pesticides, including all of the following:

(i) Types of pesticides.

(ii) Types of formulations.

(iii) Compatibility, synergism, persistence, and animal and plant toxicity of the formulations.

(iv) Hazards and residues associated with use.

(v) Factors that influence effectiveness or lead to problems such as pesticide resistance.

(vi) Dilution procedures.

(6) **Equipment.** Application equipment, including all of the following:

(i) Types of equipment and advantages and limitations of each type.

(ii) Use, maintenance, and calibration procedures.

(7) **Application methods.** Selecting appropriate application methods, including all of the following:

(i) Methods used to apply various forms and formulations of pesticides.

(ii) Knowledge of which application method to use in a given situation and that use of a fumigant, aerial application, sodium cyanide, or sodium fluoroacetate requires additional certification.

(iii) How selection of application method and use of a pesticide may result in proper use, unnecessary or ineffective use, and misuse.

(iv) Prevention of drift and pesticide loss into the environment.

(8) **Laws and regulations.** Knowledge of all applicable State, Tribal, and Federal laws and regulations.

(9) **Responsibilities of supervisors of noncertified applicators.** Knowledge of the responsibilities of certified applicators supervising noncertified applicators, including all of the following:

(i) Understanding and complying with requirements in § 171.201 of this part for certified commercial applicators who supervise noncertified applicators using restricted use pesticides.

(ii) The recordkeeping requirements of pesticide safety training for noncertified applicators who use restricted use pesticides under the direct supervision of a certified applicator.

(iii) Providing use-specific instructions to noncertified applicators using restricted use pesticides under the direct supervision of a certified applicator.

(iv) Explaining pertinent State, Tribal, and Federal laws and regulations to noncertified applicators who use restricted use pesticides under the direct supervision of a certified applicator.

(10) **Professionalism.** Understanding the importance of all of the following:

(i) Maintaining chemical security for restricted use pesticides.

(ii) How to communicate information about pesticide exposures and risks with customers and the public.

(iii) Appropriate product stewardship for certified applicators.

(d) **Specific standards of competency for each category of commercial applicators.** In addition to satisfying the requirements of paragraph (c) of this section, to be certified as commercial applicators, persons must demonstrate through written examinations practical knowledge of the principles and practices of pest control and proper and effective use of restricted use pesticides for each category for which they intend to apply restricted use pesticides, except as provided at §§ 171.303(a)(4) and 171.305(a)(5). The minimum competency standards for each category are listed in paragraphs (d)(1) through (15) of this section. Examinations for each category of certification listed in § 171.101 must be based on the standards of competency specified in paragraphs (d)(1) through (15) of this section and examples of problems and situations appropriate to the particular category in which the applicator is seeking certification.

(1) **Agricultural pest control.**

(i) **Crop pest control.** Applicators must demonstrate practical knowledge of crops, grasslands, and non-crop agricultural lands and

the specific pests of those areas on which they may be using restricted use pesticides. The importance of such competency is amplified by the extensive areas involved, the quantities of pesticides needed, and the ultimate use of many commodities as food and feed. The required knowledge includes pre-harvest intervals, restricted entry intervals, phytotoxicity, potential for environmental contamination such as soil and water problems, non-target injury, and other problems resulting from the use of restricted use pesticides in agricultural areas. The required knowledge also includes the potential for phytotoxicity due to a wide variety of plants to be protected, for drift, for persistence beyond the intended period of pest control, and for non-target exposures.

(ii) **Livestock pest control.** Applicators must demonstrate practical knowledge of such animals and their associated pests. The required knowledge includes specific pesticide toxicity and residue potential, and the hazards associated with such factors as formulation, application techniques, age of animals, stress, and extent of treatment.

(2) **Forest pest control.** Applicators must demonstrate practical knowledge of types of forests, forest nurseries, and seed production within the jurisdiction of the certifying authority and the pests involved. The required knowledge includes the cyclic occurrence of certain pests and specific population dynamics as a basis for programming pesticide applications, the relevant organisms causing harm and their vulnerability to the pesticides to be applied, how to determine when pesticide use is proper, selection of application method and proper use of application equipment to minimize non-target exposures, and appropriate responses to meteorological factors and adjacent land use. The required knowledge also includes the potential for phytotoxicity due to a wide variety of plants to be protected, for drift, for persistence beyond the intended period of pest control, and for non-target exposures.

(3) **Ornamental and turf pest control.** Applicators must demonstrate practical knowledge of pesticide problems associated with the production and maintenance of ornamental plants and turf. The required knowledge includes the potential for phytotoxicity due to a wide variety of plants to be protected, for drift, for persistence beyond the intended period of pest control, and for non-target exposures. Because of the frequent proximity of human habitations to application activities, applicators in this category must demonstrate practical knowledge of application methods that will minimize or prevent hazards to humans, pets, and other domestic animals.

(4) **Seed treatment.** Applicators must demonstrate practical knowledge including recognizing types of seeds to be treated, the effects of carriers and surface active agents on pesticide binding and germination, the hazards associated with handling, sorting and mixing, and misuse of treated seed, the importance of proper application techniques to avoid harm to non-target organisms, and the proper disposal of unused treated seeds.

(5) **Aquatic pest control.** Applicators must demonstrate practical knowledge of the characteristics of various aquatic use situations, the potential for adverse effects on non-target plants, fish, birds, beneficial insects and other organisms in the immediate aquatic environment and downstream, and the principles of limited area application.

(6) **Right-of-way pest control.** Applicators must demonstrate practical knowledge of the types of environments (terrestrial and aquatic) traversed by rights-of-way, recognition of target pests, and techniques to minimize non-target exposure, runoff, drift, and excessive foliage destruction. The required knowledge also includes the potential for phytotoxicity due to a wide variety of plants and pests to be controlled, and for persistence beyond the intended period of pest control.

(7) **Industrial, institutional, and structural pest control.** Applicators must demonstrate a practical knowledge of industrial, institutional, and structural pests, including recognizing those pests and signs of their presence, their habitats, their life cycles, biology, and behavior as it may be relevant to problem identification and control. Applicators must demonstrate practical knowledge of types of formulations appropriate for control of industrial, institutional and structural pests, and methods of application that avoid contamination of food, minimize damage to and contamination of areas treated, minimize acute and chronic exposure of people and pets, and minimize environmental impacts of outdoor applications.

(8) **Public health pest control.** Applicators must demonstrate practical knowledge of pests that are important vectors of disease, including recognizing the pests and signs of their presence, their habitats, their life cycles, biology and behavior as it may be relevant to problem identification and control. The required knowledge also includes how to minimize damage to and contamination of areas treated, acute and chronic exposure of people and pets, and non-target exposures.

(9) **Regulatory pest control.** Applicators must demonstrate practical knowledge of regulated pests, applicable laws relating to quarantine and other regulation of regulated pests, and the potential impact on the environment of restricted use pesticides used in suppression and eradication programs. They must demonstrate knowledge of factors influencing introduction, spread, and population dynamics of regulated pests.

(10) **Demonstration and research.** Applicators must demonstrate practical knowledge of the potential problems, pests, and population levels reasonably expected to occur in a demonstration situation and the effects of restricted use pesticides on target and non-target organisms. In addition, they must demonstrate competency in each pest control category applicable to their demonstrations.

(11) **Sodium cyanide predator control.** Applicators must demonstrate practical knowledge of mammalian predator pests, including recognizing those pests and signs of their presence, their habitats, their life cycles, biology, and behavior as it may be

relevant to pest identification and control. Applicators must demonstrate comprehension of all laws and regulations applicable to the use of mechanical ejection devices for sodium cyanide, including the restrictions on the use of sodium cyanide products ordered by the EPA Administrator. . Applicators must also demonstrate practical knowledge and understanding of all of the specific use restrictions for sodium cyanide devices, including safe handling and proper placement of the capsules and device, proper use of the antidote kit, notification to medical personnel before use of the device, conditions of and restrictions on when and where devices can be used, requirements to consult U.S. Fish and Wildlife Service maps before use to avoid affecting endangered species, maximum density of devices, provisions for supervising and monitoring applicators, required information exchange in locations where more than one agency is authorized to place devices, and specific requirements for recordkeeping, monitoring, field posting, proper storage, and disposal of damaged or used sodium cyanide capsules.

(12) ***Sodium fluoroacetate predator control.*** Applicators must demonstrate practical knowledge of mammalian predator pests, including recognizing those pests and signs of their presence, their habitats, their life cycles, biology, and behavior as it may be relevant to pest identification and control. Applicators must demonstrate comprehension of all laws and regulations applicable to the use of sodium fluoroacetate products, including the restrictions on the use of sodium fluoroacetate products ordered by the EPA Administrator. Applicators must also demonstrate practical knowledge and understanding of the specific use restrictions for sodium fluoroacetate in the livestock protection collar, including where and when sodium fluoroacetate products can be used, safe handling and placement of collars, and practical treatment of sodium fluoroacetate poisoning in humans and domestic animals. Applicators must also demonstrate practical knowledge and understanding of specific requirements for field posting, monitoring, recordkeeping, proper storage of collars, disposal of punctured or leaking collars, disposal of contaminated animal remains, vegetation, soil, and clothing, and reporting of suspected and actual poisoning, mishap, or injury to threatened or endangered species, humans, domestic animals, or non-target wild animals.

(13) ***Soil fumigation.*** Applicators must demonstrate practical knowledge of the pest problems and pest control practices associated with performing soil fumigation applications, including all the following:

(i) ***Label and labeling comprehension.*** Familiarity with the pesticide labels and labeling for products used to perform soil fumigation, including all of the following:

(A) Labeling requirements specific to soil fumigants.

(B) Requirements for certified applicators of fumigants, fumigant handlers and permitted fumigant handler activities, and the safety information that certified applicators must provide to noncertified applicators using fumigants under their direct supervision.

(C) Entry-restricted periods for tarped and untarped field application scenarios.

(D) Recordkeeping requirements.

(E) Labeling provisions unique to fumigant products containing certain active ingredients.

(ii) ***Safety.*** Measures to minimize adverse health effects, including all of the following:

(A) Understanding how certified applicators, noncertified applicators using fumigants under direct supervision of certified applicators, field workers, and bystanders can become exposed to fumigants.

(B) Common problems and mistakes that can result in direct exposure to fumigants.

(C) Signs and symptoms of human exposure to fumigants.

(D) Air concentrations of a fumigant that require that applicators wear respirators or exit the work area entirely.

(E) Steps to take if a fumigant applicator experiences sensory irritation.

(F) Understanding air monitoring, when it is required, and where and when to take samples.

(G) Buffer zones, including procedures for buffer zone monitoring and who is permitted to be in a buffer zone.

(H) First aid measures to take in the event of exposure to a soil fumigant.

(I) Labeling requirements for transportation, storage, spill clean up, and emergency response for soil fumigants, including safe disposal of containers and contaminated soil, and management of empty containers.

(iii) ***Soil fumigant chemical characteristics.*** Characteristics of soil fumigants, including all of the following:

(A) Chemical characteristics of soil fumigants.

(B) Specific human exposure concerns for soil fumigants.

(C) How soil fumigants change from a liquid or solid to a gas.

(D) How soil fumigants disperse in the application zone.

(E) Compatibility concerns for tanks, hoses, tubing, and other equipment.

(iv) **Application.** Selecting appropriate application methods and timing, including all of the following:

(A) Application methods, including but not limited to water-run and non-water-run applications, and equipment commonly used for each soil fumigant.

(B) Site characteristics that influence fumigant exposure.

(C) Understanding temperature inversions and their impact on soil fumigant application.

(D) Weather conditions that could impact timing of soil fumigant application, such as air stability, air temperature, humidity, and wind currents, and labeling statements limiting applications during specific weather conditions.

(E) Conducting pre-application inspection of application equipment.

(F) Understanding the purpose and methods of soil sealing, including the factors that determine which soil sealing method to use.

(G) Understanding the use of tarps, including the range of tarps available, how to seal tarps, and labeling requirements for tarp removal, perforation, and repair.

(H) Calculating the amount of product required for a specific treatment area.

(I) Understanding the basic techniques for calibrating soil fumigant application equipment.

(v) **Soil and pest factors.** Soil and pest factors that influence fumigant activity, including all of the following:

(A) Influence of soil factors on fumigant volatility and movement within the soil profile.

(B) Factors that influence gaseous movement through the soil profile and into the air.

(C) Soil characteristics, including how soil characteristics affect the success of a soil fumigant application, assessing soil moisture, and correcting for soil characteristics that could hinder a successful soil fumigant application.

(D) Identifying pests causing the damage and verifying they can be controlled with soil fumigation.

(E) Understanding the relationship between pest density and application rate.

(F) The importance of proper application depth and timing.

(vi) **Personal protective equipment.** Understanding what personal protective equipment is necessary and how to use it properly, including all of the following:

(A) Following labeling directions for required personal protective equipment.

(B) Selecting, inspecting, using, caring for, replacing, and disposing of personal protective equipment.

(C) Understanding the types of respirators required when using specific soil fumigants and how to use them properly, including medical evaluation, fit testing, and required replacement of cartridges and canisters.

(D) Labeling requirements and other laws applicable to medical evaluation for respirator use, fit tests, training, and recordkeeping.

(vii) **Fumigant management plans and post-application summaries.** Information about fumigant management plans, including all of the following:

(A) When a fumigant management plan must be in effect, how long it must be kept on file, where it must be kept during the application, and who must have access to it.

(B) The elements of a fumigant management plan and resources available to assist the applicator in preparing a fumigant management plan.

(C) The person responsible for verifying that a fumigant management plan is accurate.

(D) The elements, purpose and content of a post-application summary, who must prepare it, and when it must be completed.

(viii) **Buffer zones and posting requirements.** Understanding buffer zones and posting requirements, including all of the following:

(A) Buffer zones and the buffer zone period.

(B) Identifying who is allowed in a buffer zone during the buffer zone period and who is prohibited from being in a buffer zone during the buffer zone period.

(C) Using the buffer zone table from the labeling to determine the size of the buffer zone.

(D) Factors that determine the buffer zone credits for application scenarios and calculating buffer zones using credits.

(E) Distinguishing buffer zone posting and treated area posting, including the pre-application and post-application posting timeframes for each.

(F) Proper choice and placement of warning signs.

(14) **Non-soil fumigation.** Applicators must demonstrate practical knowledge of the pest problems and pest control practices associated with performing fumigation applications of restricted use pesticides to sites other than soil, including all the following:

(i) **Label & labeling comprehension.** Familiarity with the pesticide labels and labeling for products used to perform non-soil fumigation, including labeling requirements specific to non-soil fumigants.

(ii) **Safety.** Measures to minimize adverse health effects, including all of the following:

(A) Understanding how certified applicators, noncertified applicators using fumigants under direct supervision of certified applicators, and bystanders can become exposed to fumigants.

(B) Common problems and mistakes that can result in direct exposure to fumigants.

(C) Signs and symptoms of human exposure to fumigants.

(D) Air concentrations of a fumigant that require applicators to wear respirators or to exit the work area entirely.

(E) Steps to take if a fumigant applicator experiences sensory irritation.

(F) Understanding air monitoring, when it is required, and where and when to take samples.

(G) Buffer zones, including procedures for buffer zone monitoring and who is permitted to be in a buffer zone.

(H) First aid measures to take in the event of exposure to a fumigant.

(I) Labeling requirements for transportation, storage, spill clean up, and emergency response for non-soil fumigants, including safe disposal of containers and contaminated materials, and management of empty containers.

(iii) **Non-soil fumigant chemical characteristics.** Characteristics of non-soil fumigants, including all of the following:

(A) Chemical characteristics of non-soil fumigants.

(B) Specific human exposure concerns for non-soil fumigants.

(C) How fumigants change from a liquid or solid to a gas.

(D) How fumigants disperse in the application zone.

(E) Compatibility concerns for tanks, hoses, tubing, and other equipment.

(iv) **Application.** Selecting appropriate application methods and timing, including all of the following:

(A) Application methods and equipment commonly used for non-soil fumigation.

(B) Site characteristics that influence fumigant exposure.

(C) Conditions that could impact timing of non-soil fumigant application, such as air stability, air temperature, humidity, and wind currents, and labeling statements limiting applications under specific conditions.

(D) Conducting pre-application inspection of application equipment and the site to be fumigated.

(E) Understanding the purpose and methods of sealing the area to be fumigated, including the factors that determine which sealing method to use.

(F) Calculating the amount of product required for a specific treatment area.

(G) Understanding the basic techniques for calibrating non-soil fumigant application equipment.

(H) Understanding when and how to conduct air monitoring and when it is required.

(v) **Pest factors.** Pest factors that influence fumigant activity, including all of the following:

- (A) Influence of pest factors on fumigant volatility.
- (B) Factors that influence gaseous movement through the area being fumigated and into the air.
- (C) Identifying pests causing the damage and verifying they can be controlled with fumigation.
- (D) Understanding the relationship between pest density and application rate.
- (E) The importance of proper application rate and timing.

(vi) **Personal protective equipment.** Understanding what personal protective equipment is necessary and how to use it properly, including all of the following:

- (A) Following labeling directions for required personal protective equipment.
- (B) Selecting, inspecting, using, caring for, replacing, and disposing of personal protective equipment.
- (C) Understanding the types of respirators required when using specific non-soil fumigants and how to use them properly, including medical evaluation, fit testing, and required replacement of cartridges and canisters.
- (D) Labeling requirements and other laws applicable to medical evaluation for respirator use, fit tests, training, and recordkeeping.

(vii) **Fumigant management plans and post-application summaries.** Information about fumigant management plans and when they are required, including all of the following:

- (A) When a fumigant management plan must be in effect, how long it must be kept on file, where it must be kept during the application, and who must have access to it.
- (B) The elements of a fumigant management plan and resources available to assist the applicator in preparing a fumigant management plan.
- (C) The person responsible for verifying that a fumigant management plan is accurate.
- (D) The elements, purpose and content of a post-application summary, who must prepare it, and when it must be completed.

(viii) **Posting requirements.** Understanding posting requirements, including all of the following:

- (A) Understanding who is allowed in an area being fumigated or after fumigation and who is prohibited from being in such areas.
- (B) Distinguishing fumigant labeling-required posting and treated area posting, including the pre-application and post-application posting timeframes for each.
- (C) Proper choice and placement of warning signs.

(15) **Aerial pest control.** Applicators must demonstrate practical knowledge of the pest problems and pest control practices associated with performing aerial application of restricted use pesticides, including all the following:

(i) **Labeling.** Labeling requirements and restrictions specific to aerial application of pesticides including:

- (A) Spray volumes.
- (B) Buffers and no-spray zones.
- (C) Weather conditions specific to wind and inversions.

(ii) **Application equipment.** Understand how to choose and maintain aerial application equipment, including all of the following:

- (A) The importance of inspecting application equipment to ensure it is in proper operating condition prior to beginning an application.
- (B) Selecting proper nozzles to ensure appropriate pesticide dispersal and to minimize drift.
- (C) Knowledge of the components of an aerial pesticide application system, including pesticide hoppers, tanks, pumps, and types of nozzles.
- (D) Interpreting a nozzle flow rate chart.
- (E) Determining the number of nozzles for intended pesticide output using nozzle flow rate chart, aircraft speed, and swath width.
- (F) How to ensure nozzles are placed to compensate for uneven dispersal due to uneven airflow from wingtip vortices, helicopter

rotor turbulence, and aircraft propeller turbulence.

(G) Where to place nozzles to produce the appropriate droplet size.

(H) How to maintain the application system in good repair, including pressure gauge accuracy, filter cleaning according to schedule, and checking nozzles for excessive wear.

(I) How to calculate required and actual flow rates.

(J) How to verify flow rate using fixed timing, open timing, known distance, or a flow meter.

(K) When to adjust and calibrate application equipment.

(iii) **Application considerations.** The applicator must demonstrate knowledge of factors to consider before and during application, including all of the following:

(A) Weather conditions that could impact application by affecting aircraft engine power, take-off distance, and climb rate, or by promoting spray droplet evaporation.

(B) How to determine wind velocity, direction, and air density at the application site.

(C) The potential impact of thermals and temperature inversions on aerial pesticide application.

(iv) **Minimizing drift.** The applicator must demonstrate knowledge of methods to minimize off-target pesticide movement, including all of the following:

(A) How to determine drift potential of a product using a smoke generator.

(B) How to evaluate vertical and horizontal smoke plumes to assess wind direction, speed, and concentration.

(C) Selecting techniques that minimize pesticide movement out of the area to be treated.

(D) Documenting special equipment configurations or flight patterns used to reduce off-target pesticide drift.

(v) **Performing aerial application.** The applicator must demonstrate competency in performing an aerial pesticide application, including all of the following:

(A) Selecting a flight altitude that minimizes streaking and off-target pesticide drift.

(B) Choosing a flight pattern that ensures applicator and bystander safety and proper application.

(C) The importance of engaging and disengaging spray precisely when entering and exiting a predetermined swath pattern.

(D) Tools available to mark swaths, such as global positioning systems and flags.

(E) Recordkeeping requirements for aerial pesticide applications including application conditions if applicable.

(e) **Exceptions.** The requirements in § 171.103(a)–(d) of this part do not apply to the following persons:

(1) Persons conducting laboratory research involving restricted use pesticides.

(2) Doctors of Medicine and Doctors of Veterinary Medicine applying restricted use pesticides to patients during the course of the ordinary practice of those professions.



AGENDA ITEM 14

EXECUTIVE OFFICER'S REPORT

- a. Budget Update
- b. Update on 2023-2028 Strategic Plan Objectives



MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Sophia Azar, Executive Officer Structural Pest Control Board
SUBJECT	Agenda Item #14: Executive Officer’s Report

a. Budget Update

The fund condition statement (FCS) (attachment 1) is based on the 2025-26 Governor's Budget and 2024-25 fiscal month 6 revenue and expenditure projections. It has been updated with 2023-24 prior year actual revenues and expenditures, which resulted in a fund balance reserve of \$2.5 million (4.9 months).

Revenues: The Board began 2024-25 with a fund balance of \$2.5 million and is projected to collect approximately \$5.6 million in revenues with \$4.5 million from WDO activity submittals and \$978,000 in exam and license fees and license renewal fees.

Expenditures: The Board's 2024-25 current year appropriation is \$6.8 million. The FCS projects ongoing expenditures with a three percent (growth factor) increase per year. The FCS shows the Board fully expending its appropriation ongoing.

b. Update on 2023-2028 Strategic Plan Objectives

Since our last update in August 2024, I'm please to report that we've made significant progress on our Strategic Plan goals (attachment 2). Over the past six months:

- Goal 1: Licensing, Examinations, and CE has increased from 42% to 50% completed.
- Goal 2: Enforcement – from 65% to 69%
- Goal 3: Legislation, Regulations, and Policy – from 51% to 65%
- Goal 4: Outreach and Communication – from 88% to 90%
- Goal 5: Organizational Effectiveness – from 81% to 86%

With the plan running through 2028, these numbers reflect that we are not only on track but ahead of schedule in several areas. This progress is a direct result of the dedication, hard

work, and collaboration of our staff, and I want to take a moment to acknowledge and commend their efforts.

Attachments

1. SPCB Support, Education & Enforcement, and Research Fund Condition Statements, Revenue Projection Reports, and Expenditure Projection Reports
2. Strategic Plan Status Report

0775 - Structural Pest Control Fund
Analysis of Fund Condition
(Dollars in Thousands)
2025-26 Governor's Budget with FM 6 Projections

Prepared 02.12.2025

	Actual 2023-24	CY 2024-25	BY 2025-26	BY +1 2026-27	BY +2 2027-28
BEGINNING BALANCE	\$ 3,201	\$ 2,591	\$ 1,920	\$ 177	\$ -1,702
Prior Year Adjustment	\$ 19	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 3,220	\$ 2,591	\$ 1,920	\$ 177	\$ -1,702
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS					
Revenues					
4121200 - Delinquent fees	\$ 9	\$ 11	\$ 7	\$ 7	\$ 7
4127400 - Renewal fees	\$ 250	\$ 269	\$ 242	\$ 242	\$ 242
4129200 - Other regulatory fees	\$ 4,464	\$ 4,535	\$ 4,521	\$ 4,521	\$ 4,521
4129400 - Other regulatory licenses and permits	\$ 679	\$ 699	\$ 680	\$ 680	\$ 680
4141200 - Sales of Documents	\$ 1	\$ -	\$ -	\$ -	\$ -
4143500 - Miscellaneous Services to the Public	\$ 1	\$ 2	\$ 1	\$ 1	\$ 1
4163000 - Income from surplus money investments	\$ 135	\$ 114	\$ 7	\$ -	\$ -
4171400 - Escheat of unclaimed checks and warrants	\$ 5	\$ 4	\$ -	\$ -	\$ -
4172500 - Miscellaneous revenues	\$ -	\$ -	\$ -1	\$ -1	\$ -1
Totals, Revenues	\$ 5,544	\$ 5,634	\$ 5,457	\$ 5,450	\$ 5,450
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 5,544	\$ 5,634	\$ 5,457	\$ 5,450	\$ 5,450
TOTAL RESOURCES	\$ 8,764	\$ 8,225	\$ 7,377	\$ 5,627	\$ 3,748
Expenditures:					
1111 Department of Consumer Affairs (State Operations)	\$ 5,606	\$ 5,734	\$ 6,693	\$ 6,894	\$ 7,101
9892 Supplemental Pension Payments (State Operations)	\$ 101	\$ 72	\$ 72	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 466	\$ 499	\$ 435	\$ 435	\$ 435
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 6,173	\$ 6,305	\$ 7,200	\$ 7,329	\$ 7,536
FUND BALANCE					
Reserve for economic uncertainties	\$ 2,591	\$ 1,920	\$ 177	\$ -1,702	\$ -3,787
Months in Reserve	4.9	3.2	0.3	-2.7	-5.9

NOTES:
1. Assumes workload and revenue projections are realized in BY +1 and ongoing.
2. Expenditure growth projected at 3% beginning BY+1.

Department of Consumer Affairs
Revenue Projection Report
 Structural Pest Control Board
 Reporting Structure(s): 1113210 Support
 Fiscal Month: 6
 Fiscal Year: 2024 - 2025

Revenue	Fiscal Code	Budget	July	August	September	October	November	December	Year to Date	Projection To Year End
Delinquent Fees		\$7,000	\$5,555	\$3,370	\$1,525	\$595	\$15	\$5	\$11,065	\$11,065
Other Regulatory Fees		\$4,521,000	\$331,424	\$421,011	\$254,385	\$448,808	\$410,393	\$367,869	\$2,233,890	\$4,535,268
Other Regulatory License and Permits		\$680,000	\$61,679	\$67,440	\$51,783	\$56,936	\$37,284	\$41,438	\$316,561	\$699,256
Other Revenue		\$7,000	\$161	\$224	\$1,064	\$38,500	\$636	\$858	\$41,443	\$119,958
Renewal Fees		\$242,000	\$69,515	\$77,835	\$119,846	\$1,090	\$115	\$100	\$268,501	\$268,501
Revenue		\$5,457,000	\$468,334	\$569,880	\$428,603	\$545,930	\$448,443	\$410,269	\$2,871,459	\$5,634,047

Reimbursements	Fiscal Code	Budget	July	August	September	October	November	December	Year to Date	Projection To Year End
Scheduled Reimbursements		\$1,000	\$0	\$49	\$0	\$49	\$49	\$0	\$147	\$147
Unscheduled Reimbursements		\$0	\$1,725	\$1,805	\$2,302	\$2,021	\$1,530	\$1,857	\$11,240	\$22,640
Reimbursements		\$1,000	\$1,725	\$1,854	\$2,302	\$2,070	\$1,579	\$1,857	\$11,387	\$22,787

Department of Consumer Affairs
 Expenditure Projection Report
 Structural Pest Control Board
 Reporting Structure(s): 11113210 Support
 Fiscal Month: 6
 Fiscal Year: 2024 - 2025

PERSONAL SERVICES

Fiscal Code	PY Budget	PY FM13	Budget	Current Month	YTD	Encumbrance	YTD + Encumbrance	Projections to Year End	Balance
5100 PERMANENT POSITIONS	\$2,175,000	\$1,861,634	\$2,209,000	\$164,309	\$968,883	\$0	\$968,883	\$1,982,178	\$226,822
5100 TEMPORARY POSITIONS	\$23,000	\$24,200	\$23,000	\$3,262	\$17,044	\$0	\$17,044	\$53,069	-\$30,069
5105-5108 PER DIEM, OVERTIME, & LUMP SUM	\$9,000	\$25,596	\$9,000	\$500	\$2,379	\$0	\$2,379	\$2,879	\$6,121
5150 STAFF BENEFITS	\$1,158,000	\$1,129,827	\$1,055,000	\$92,843	\$532,137	\$0	\$532,137	\$1,098,488	-\$43,488
PERSONAL SERVICES	\$3,365,000	\$3,041,258	\$3,296,000	\$260,914	\$1,520,443	\$0	\$1,520,443	\$3,136,613	\$159,387

OPERATING EXPENSES & EQUIPMENT

Fiscal Code	PY Budget	PY FM13	Budget	Current Month	YTD	Encumbrance	YTD + Encumbrance	Projections to Year End	Balance
5301 GENERAL EXPENSE	\$181,000	\$16,806	\$145,000	\$580	\$5,414	\$3,292	\$8,706	\$18,402	\$126,598
5302 PRINTING	\$70,000	\$68,456	\$68,000	\$199	\$1,391	\$2,991	\$4,382	\$39,682	\$28,318
5304 COMMUNICATIONS	\$42,000	\$12,811	\$40,000	\$786	\$2,182	\$0	\$2,182	\$5,588	\$34,412
5306 POSTAGE	\$62,000	\$18,739	\$61,000	\$3,954	\$7,584	\$0	\$7,584	\$22,531	\$38,469
5308 INSURANCE	\$2,000	\$7,712	\$2,000	\$0	\$7,937	\$0	\$7,937	\$7,937	-\$5,937
53202-204 IN STATE TRAVEL	\$103,000	\$18,220	\$102,000	\$1,883	\$6,015	\$0	\$6,015	\$18,000	\$84,000
53206-208 OUT OF STATE TRAVEL	\$1,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
5322 TRAINING	\$5,000	\$2,000	\$4,000	\$0	\$0	\$0	\$0	\$2,000	\$2,000
5324 FACILITIES	\$205,000	\$204,061	\$179,000	\$16,545	\$98,627	\$97,720	\$196,347	\$207,752	-\$28,752
53402-53403 C/P SERVICES (INTERNAL)	\$873,000	\$272,052	\$879,000	\$18,791	\$91,179	\$7,586	\$98,765	\$258,117	\$620,883
53404-53405 C/P SERVICES (EXTERNAL)	\$580,000	\$547,585	\$415,000	\$33,083	\$111,668	\$161,587	\$273,255	\$315,766	\$99,234
5342 DEPARTMENT PRORATA	\$1,346,000	\$1,142,316	\$1,320,000	\$333,750	\$1,001,250	\$0	\$1,001,250	\$1,320,000	\$0
5342 DEPARTMENTAL SERVICES	\$127,000	\$53,273	\$127,000	\$56	\$1,807	\$0	\$1,807	\$112,342	\$14,658
5344 CONSOLIDATED DATA CENTERS	\$23,000	\$38,029	\$19,000	\$0	\$0	\$0	\$0	\$15,557	\$3,443
5346 INFORMATION TECHNOLOGY	\$211,000	\$165,812	\$162,000	\$168	\$2,325	\$229,819	\$232,144	\$232,813	-\$70,813
5362-5368 EQUIPMENT	\$23,000	\$27,360	\$5,000	\$811	\$5,165	\$156	\$5,321	\$6,514	-\$1,514
5390 OTHER ITEMS OF EXPENSE	\$15,000	\$24,822	\$14,000	\$1,408	\$7,261	\$0	\$7,261	\$23,637	-\$9,637
54 SPECIAL ITEMS OF EXPENSE	\$0	\$1,726	\$0	\$0	\$1,331	\$0	\$1,331	\$1,800	-\$1,800
OPERATING EXPENSES & EQUIPMENT	\$3,869,000	\$2,621,780	\$3,542,000	\$412,014	\$1,351,136	\$503,151	\$1,854,287	\$2,608,437	\$933,563
OVERALL TOTALS	\$7,234,000	\$5,663,038	\$6,838,000	\$672,927	\$2,871,579	\$503,151	\$3,374,730	\$5,745,050	\$1,092,950

REIMBURSEMENTS	-\$1,000	-\$57,000	-\$1,000					-\$1,000	
OVERALL NET TOTALS	\$7,233,000	\$5,606,038	\$6,837,000	\$672,927	\$2,871,579	\$503,151	\$3,374,730	\$5,744,050	\$1,092,950

15.99%

0399 - Structural Pest Control Education and Enforcement Fund
Analysis of Fund Condition
(Dollars in Thousands)
2025-26 Governor's Budget with FM 6 Projections

Prepared 02.12.2025

	Actual 2023-24	CY 2024-25	BY 2025-26	BY +1 2026-27
BEGINNING BALANCE				
Prior Year Adjustment	\$ 1,714	\$ 1,890	\$ 2,074	\$ 2,214
Adjusted Beginning Balance	\$ -	\$ -	\$ -	\$ -
	\$ 1,714	\$ 1,890	\$ 2,074	\$ 2,214
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS				
Revenues				
4129200 - Other regulatory fees	\$ 425	\$ 431	\$ 449	\$ 449
4163000 - Income from surplus money investments	\$ 82	\$ 83	\$ 29	\$ 35
Totals, Revenues	\$ 507	\$ 514	\$ 478	\$ 484
TOTAL RESOURCES	\$ 2,221	\$ 2,404	\$ 2,552	\$ 2,698
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ 314	\$ 314	\$ 314	\$ 314
9892 Supplemental Pension Payments (State Operations)	\$ 4	\$ 3	\$ 3	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 13	\$ 13	\$ 21	\$ 21
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 331	\$ 330	\$ 338	\$ 335
FUND BALANCE				
Reserve for economic uncertainties	\$ 1,890	\$ 2,074	\$ 2,214	\$ 2,363
Months in Reserve	68.7	73.6	79.3	84.6

NOTES:

1. Assumes workload and revenue projections are realized in BY+1 and ongoing.
2. Expenditures static.

Department of Consumer Affairs

Revenue Projection Report

Structural Pest Control Board

Reporting Structure(s): 11113220 Education & Enforcement

Fiscal Month: 6

Fiscal Year: 2024 - 2025

Revenue

Fiscal Code	Budget	July	August	September	October	November	December	Year to Date	Projection To Year End
Other Regulatory Fees	\$449,000	\$24,050	\$45,155	\$32,680	\$39,250	\$29,020	\$43,290	\$213,445	\$431,358
Other Revenue	\$29,000	\$0	\$0	\$0	\$25,810	\$0	\$0	\$25,810	\$83,430
Revenue	\$478,000	\$24,050	\$45,155	\$32,680	\$65,060	\$29,020	\$43,290	\$239,255	\$514,788

Department of Consumer Affairs

Expenditure Projection Report

Structural Pest Control Board

Reporting Structure(s): 1113220 Education & Enforcement

Fiscal Month: 6

Fiscal Year: 2024 - 2025

OPERATING EXPENSES & EQUIPMENT

Fiscal Code	PY Budget	PY FM13	Budget	Current Month	YTD	Encumbrance	YTD + Encumbrance	Projections to Year End	Balance
5301 GENERAL EXPENSE	\$17,000	\$0	\$17,000	\$0	\$0	\$0	\$0	\$0	\$17,000
5302 PRINTING	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
53202-204 IN STATE TRAVEL	\$6,000	\$0	\$6,000	\$0	\$0	\$0	\$0	\$0	\$6,000
5322 TRAINING	\$1,000	\$0	\$1,000	\$0	\$0	\$0	\$0	\$0	\$1,000
5324 FACILITIES	\$2,000	\$0	\$2,000	\$0	\$0	\$0	\$0	\$0	\$2,000
53402-53403 C/P SERVICES (INTERNAL)	\$275,000	\$314,000	\$275,000	\$0	\$0	\$0	\$0	\$314,000	-\$39,000
5342 DEPARTMENTAL SERVICES	\$13,000	\$0	\$13,000	\$0	\$0	\$0	\$0	\$0	\$13,000
OPERATING EXPENSES & EQUIPMENT	\$314,000	\$314,000	\$314,000	\$0	\$0	\$0	\$0	\$314,000	\$0
OVERALL TOTALS	\$314,000	\$314,000	\$314,000	\$0	\$0	\$0	\$0	\$314,000	\$0

0.00%

0168 - Structural Pest Control Research Fund
Analysis of Fund Condition
(Dollars in Thousands)

Prepared 2.12.2025

2025-26 Governor's Budget with FM 6 Projections

	Actual 2023-24	CY 2024-25	BY 2025-26	BY +1 2026-27
BEGINNING BALANCE				
Prior Year Adjustment	\$ 983	\$ 1,197	\$ 1,328	\$ 1,505
Adjusted Beginning Balance	\$ 1	\$ -	\$ -	\$ -
	<u>\$ 984</u>	<u>\$ 1,197</u>	<u>\$ 1,328</u>	<u>\$ 1,505</u>
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS				
Revenues				
4129200 - Other regulatory fees	\$ 164	\$ 167	\$ 160	\$ 160
4163000 - Income from surplus money investments	\$ 49	\$ 50	\$ 20	\$ 25
	<u>\$ 213</u>	<u>\$ 217</u>	<u>\$ 180</u>	<u>\$ 185</u>
Totals, Revenues	<u>\$ 1,197</u>	<u>\$ 1,414</u>	<u>\$ 1,508</u>	<u>\$ 1,690</u>
TOTAL RESOURCES				
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ -	\$ 86	\$ 3	\$ 3
	<u>\$ -</u>	<u>\$ 86</u>	<u>\$ 3</u>	<u>\$ 3</u>
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS				
FUND BALANCE				
Reserve for economic uncertainties	\$ 1,197	\$ 1,328	\$ 1,505	\$ 1,687

NOTES:

1. Assumes workload and revenue projections are realized in BY+1 and ongoing.
2. Expenditures static.

Department of Consumer Affairs
Revenue Projection Report
 Structural Pest Control Board
 Reporting Structure(s): 11113230 Research
 Fiscal Month: 6
 Fiscal Year: 2024 - 2025

Revenue	Fiscal Code	Budget	July	August	September	October	November	December	Year to Date	Projection To Year End
Other Regulatory Fees		\$160,000	\$9,000	\$17,560	\$14,240	\$16,200	\$11,862	\$15,920	\$84,782	\$167,482
Other Revenue		\$20,000	\$0	\$0	\$0	\$15,523	\$0	\$0	\$15,523	\$49,569
Revenue		\$180,000	\$9,000	\$17,560	\$14,240	\$31,723	\$11,862	\$15,920	\$100,305	\$217,051

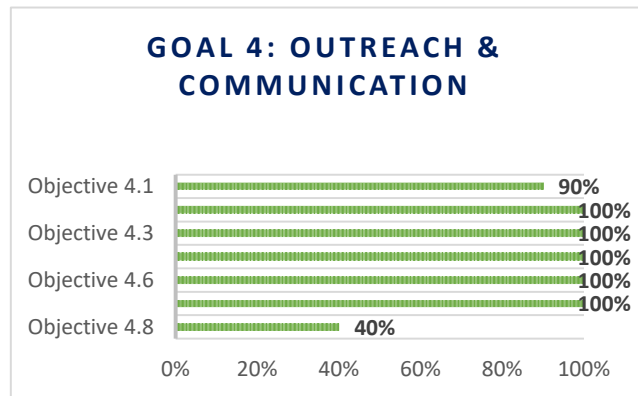
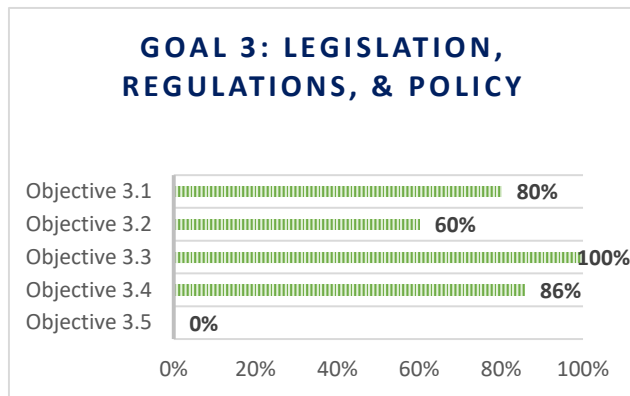
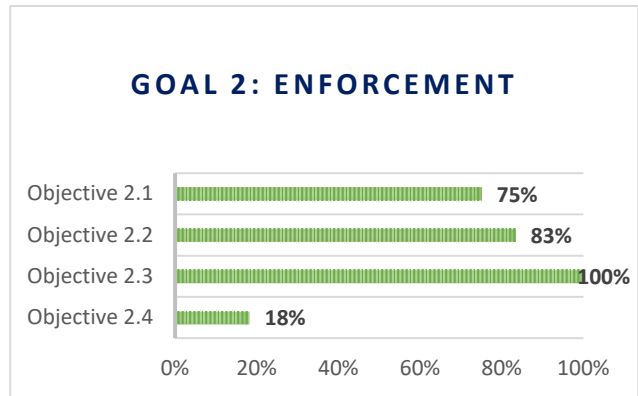
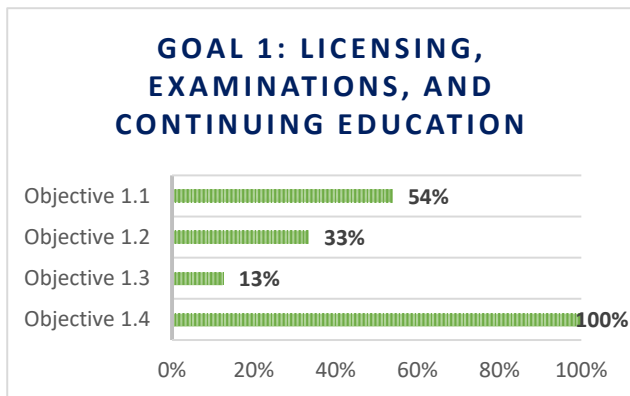
Department of Consumer Affairs
Expenditure Projection Report
 Structural Pest Control Board
 Reporting Structure(s): 1113230 Research
 Fiscal Month: 6
 Fiscal Year: 2024 - 2025

OPERATING EXPENSES & EQUIPMENT

Fiscal Code	PY Budget	PY FM13	Budget	Current Month	YTD	Encumbrance	YTD + Encumbrance	Projections to Year End	Balance
5301 GENERAL EXPENSE	\$3,000	\$0	\$3,000	\$0	\$0	\$0	\$0	\$0	\$3,000
53404-53405 C/P SERVICES (EXTERNAL)	\$0	\$28,152	\$0	\$86,266	\$86,266	\$0	\$86,266	\$86,266	-\$86,266
OPERATING EXPENSES & EQUIPMENT	\$3,000	\$28,152	\$3,000	\$86,266	\$86,266	\$0	\$86,266	\$86,266	-\$83,266
OVERALL TOTALS	\$3,000	\$28,152	\$3,000	\$86,266	\$86,266	\$0	\$86,266	\$86,266	-\$83,266

Structural Pest Control Board

Strategic Plan Progress Report (as of March 1, 2025)



SPCB 2023-2028 Action Plan

Goal 1: Licensing, Examinations, and Continuing Education

1.1	Implement the Connect system to improve transparency, customer experience, and efficiency of the examination and licensing processes.
Success Measure:	Examination and licensing processes are online.
1.1.1	Identify projected timelines for completion of licensing implementation.
1.1.2	Review legislation and regulations to reflect new platform processes.
1.1.3	Identify SMEs to work internally with OIS.
1.1.4	Identify internal contacts to cite on website.
1.1.5	Identify internal processes for help with Connect.
1.1.6	Ensure that development is addressing board specific needs.
1.1.7	Identify/map different business processes.
1.1.8	Create procedures for the new Connect platform.
1.1.9	Create training plans for internal users.
1.1.10	Create training plans for external users.
1.1.11	Participate in continued testing and adjustment as needed.
1.1.12	Partner with PCOC (Pest Control Operators of California) and other interested parties to notify of changes of new platform. (See 4.7)
1.1.13	Update board website to include FAQs.
1.2	Evaluate the process of auditing licensees' continuing education.
Success Measure:	Decrease in audit processing time and increase in number of audits completed.
1.2.1	Review current processes.
1.2.2	Identify problematic auditing processes (including contact information).
1.2.3	Explore new or existing auditing processes to determine efficacy.
1.2.4	Collaborate with Organizational Improvement Office (OIO) on processes.
1.2.5	Explore automated options in Connect for the submission and confirmation of CE certificates and rosters.
1.2.6	Recommend new auditing processes, if needed.
1.2.7	Create/update auditing procedures to reflect new process.
1.2.8	Provide training for internal staff, providers, and licensees.
1.2.9	Provide outreach on new EPA standards.
1.3	Evaluate and restructure the continuing education approval process of providers and course materials to ensure quality continuing education is provided to licensees.
Success Measure:	Decrease in violations.
1.3.1	Review current processes.

1.3.2	Identify problematic approval processes (including contact information).
1.3.3	Review course materials standards.
1.3.4	Evaluate how EPA changes will affect the approval process and standards. (check DPR also)
1.3.5	Explore new or existing approval processes among other boards and other agencies to determine efficacy.
1.3.6	Collaborate with Organizational Improvement Office (OIO) on processes.
1.3.7	Recommend new approval processes, if needed.
1.3.8	Educate the providers on the approval process.
1.4	Research the feasibility of separating the branch 2 and branch 3 applicator examination and licenses to make applicator licenses more relevant to each trade.
Success Measure:	Recommendation made to the Board.
1.4.1	Collaborate with OPES on potential process of separating the two branches.
1.4.2	Identify costs and barriers of separating.
1.4.3	Identify ways to provide assistance for exam takers.
1.4.4	Make a recommendation to the Board (include other possible options if separating is not feasible, such as taking only field rep exam?).
Goal 2: Enforcement	
2.1	Increase positive proactive education and enforcement to improve the integrity and relationship with the industry.
Success Measure:	Have events scheduled ongoing (at least three events per year).
2.1.1	Work with PCOC to attend their events in different regions of California – send specialist and perhaps staff (districts looking for speakers). One coming March 2023.
2.1.2	Create meet and greet events in regions, invite companies, take questions – maybe include licensing & enforcement staff (monthly meet and greet?).
2.1.3	Generate a report of new companies (monthly, quarterly), have a specialist introduce themselves; Look into the idea of inside staff doing this with field offices, give contact info – identify who needs extra support (those would go to a specialist).
2.1.4	Incorporate meet and greets aligned with board meetings when board meets in person.
2.1.5	Follow up on new regs via field staff and internal staff (email blasts?).
2.1.6	Find ways to elicit feedback from companies.

2.1.7	Comment cards/surveys – also send to companies – for general satisfaction.
2.1.8	Develop and offer virtual workshop.
2.2	Increase the working relationships with county agricultural commissioners and the Department of Pesticide Regulations (DPR) to reduce incidents of unlawful pest control services.
Success Measure:	Have meetings scheduled ongoing with county ags and/or DPR; internal training created and scheduled.
2.2.1	Reaching out to DPR - to help drive Structural Civil Penalties (SCP) participation (update enforcement letter?), establish contacts, share ideas.
2.2.2	CAC (county ag commissioner) has five area groups– attend virtual meetings, introduce collaboration tone and ideas, sharing contacts.
2.2.3	Create meetings or ways to introduce all parties across SPCB and DPR.
2.2.4	Meet with county ags to get an idea of what they do, meet to find ways to work together, establish contacts, set tone (SCP for more counties?).
2.2.5	Clarify roles of DPR and county ags and Board (an internal training for CSRs, attend annual structural training at least once).
2.2.6	Create an internal training for CSRs about roles, ask/encourage/require them to attend annual structural training at least once.
2.3	Seek authority to suspend and/or (with cause) revoke a license for non-compliance of a citation (unpaid citation or fine) to accelerate compliance and reduce outstanding fines.
Success Measure:	Legislative proposal submitted to legislature.
2.3.1	Develop draft language.
2.3.2	Work with Leg Council, DCA Leg office and leg committee staff to seek an author for the legislative proposal.
2.3.3	Determine fiscal impact to the legislative proposal.
2.3.4	Include in Sunset Review as a new issue (in 2026).
2.3.5	Seek approval from Board for legislative proposal.
2.4	Implement the Connect system to improve transparency, customer experience, and efficiency of the enforcement processes.
Success Measure:	Enforcement processes are online.
2.4.1	Ensure that development is addressing board specific needs.
2.4.2	Identify SMEs to work internally with OIS.
2.4.3	Create procedures for the new Connect platform.
2.4.4	Create training plans for external users.
2.4.5	Create training plans for internal users.
2.4.6	Partner with DPR and CACs and other interested parties to notify of changes of new platform.
2.4.7	Participate in continued testing and adjustment as needed.

2.4.8	Update board website to include new process for complaint submission and FAQs.
2.4.9	Identify internal contacts to cite on website.
2.4.10	Identify internal processes for help with Connect.
2.4.11	Review legislation and regulations to reflect new platform processes (see also 3.5).
Goal 3: Legislation, Regulations, and Policy	
3.1	Incorporate new EPA required standards into regulation to comply with federal standards.
Success Measure:	Regulations are finalized, communicated to licensees, and all Branch 1 licensees have been tested.
3.1.1	Continue to work with DPR staff and DCA Legal Counsel regarding the Board's Certification & Training regulation package to meet EPA standards.
3.1.2	Continue the rulemaking process to finalize the Board's Certification & Training regulation package to meet EPA standards.
3.1.3	Coordinate with the Office of Professional Examination Services (OPES) to revise examinations to meet the new C&T requirements.
3.1.4	SPCB conducts outreach and provides guidance to SPCB licensing population and CE providers.
3.1.5	SPCB re-tests existing Branch 1 (fumigation) licensees using new examinations reflecting revised competency standards.
3.2	Provide legislative and regulatory updates in the Board's newsletter to improve communication and awareness to consumers and licensees.
Success Measure:	Newsletter is relaunched with leg/reg updates.
3.2.1	Create new Act Review Committee (see 3.5).
3.2.2	Address suggested changes from previous Act Review Committee (see also 3.5).
3.2.3	Relaunch Board's newsletter (see 4.5).
3.2.4	Board staff to work with Act Review Committee on possible Leg/Reg updates that can be included in the newsletter.
3.2.5	Assign staff member to coordinate the newsletter column.
3.3	Re-examine the fee structure to ensure a consistent and balanced revenue stream.
Success Measure:	Recommendation made to the Board.
3.3.1	Research feasibility of contracting with outside vendor instead of DCA Budget Office to conduct a fee study.
3.3.2	Conduct fee study (if outside vendor, obtain contract).
3.3.3	Develop recommendation to the Board based on results of fee study.

3.3.4	Recommend to the Board possible changes to the Board's fee structure.
3.4	Explore alternatives to foster improved communication with other agencies and the legislature to improve timely tracking of sensitive or competing legislation.
Success Measure:	Contacts established and monthly EO report sent.
3.4.1	Collaborate with CSLB to assist with answering questions regarding home inspectors.
3.4.2	Identify who (DPR, Fish & Wildlife, CSLB, SOS, FTB. etc.) to communicate and collaborate with.
3.4.3	Ensure that board meeting recordings are highlighted on the Board's social media accounts (see 5.4).
3.4.4	Ensure board staff is properly identifying and tracking leg proposals and outside rulemaking that effect the board and providing updates.
3.4.5	Ensure board staff is regularly updating the board's website to reflect updates to legislation and regulations.
3.4.6	Catch Legislative Supplement publication up to date.
3.4.7	Ensure monthly EO report reflects updates to legislation and regulation.
3.5	Review, and revise as necessary, language in the [Board's act and regulations] to improve clarity.
Success Measure:	Act Review Committee re-established, and regulations updated as needed.
3.5.1	Ask the Board President to establish new Act Review Committee.
3.5.2	Address suggested changes from previous Act Review Committee.
3.5.3	Board staff work closely with the Act Review Committee to determine updates needed to the BPC and CCRs.
3.5.4	Leg/Reg Specialist to work closely with SMEs on minor clean-up regulation package.
3.5.5	Recommend to the Board, as needed, possible CCR changes for approval to begin the rulemaking process.
Goal 4: Outreach and Communication	
4.1	Continue to communicate and further educate consumers (including such topics as controlled chemicals and general education of the Board's role) to help with health, safety, and consumer protection.
Success Measure:	Website and ListServ refreshed, and newsletter relaunched.
4.1.1	Visit at in-person events (see 4.6).
4.1.2	Relaunch the Board's newsletter (see 4.5).

4.1.3	Continue to work closely with DCA Communications (OPA) team on social media campaign.
4.1.4	Review and refresh the digital brochures on website.
4.1.5	Review and refresh links on website to studies being done.
4.1.6	Incorporate external agency contact list with roles on website (including such topics as pesticides).
4.1.7	Selecting information from outside websites to link to on Board's website.
4.1.8	Update the consumer information tab on website (see 5.4).
4.1.9	Work with OIS to break out separate topics via ListServ for consumers.
4.1.10	Promote ListServ.
4.2	Set expectations for license applicants to improve success rate and reduce the number of unlicensed practitioners.
Success Measure:	Website continuously updated to reflect updated resources for applicants.
4.2.1	Outline process for updates to materials of all kinds including notifying of suggested materials.
4.2.2	Review and refresh newly issued company registration packets (PR introduction package).
4.2.3	Work with OPES to keep exam resources list up to date.
4.2.4	Ensure that staff update website to reflect changes OPES made to candidate handbook.
4.2.5	Bulletin or highlight on main webpage about Branch 1 EPA changes.
4.2.6	Update website on how to start a company with timeframes (licensing performance measures, etc.).
4.3	Expand communication channels and opportunities for the exam subject matter expert (SME) pool (including incentivizing participation) to raise awareness of SME opportunities.
Success Measure:	Increased pool of SMEs.
4.3.1	Explore options to incentivize participation (higher pay, additional CE hours, etc.).
4.3.2	Begin social media posts and increase email blasts regarding SME opportunities.
4.3.3	Research best practices from other Boards/Bureaus.
4.3.4	Include information in Board's Newsletter regarding SME opportunities.
4.3.5	Send information regarding SME opportunities directly to individual licensees.
4.3.6	Collaborate with trade associations (PCOC) on opportunities to raise awareness of SME opportunities including networking.
4.3.7	Include this as a part of the new company calls that inside staff will be making include SME opportunities to new PR calls.
4.3.8	Explore options for reducing the number of days for exam development to reduce travel burden and explore virtual options.

4.3.9	Coordinate with OPES to schedule around the busy season.
4.3.10	Explore options of having OPES travel to SoCal.
4.4	Proactively distribute educational materials about enforcement to registered companies and licensees to encourage positive interactions with the Board.
Success Measure:	Objective omitted , will be completed through objective 2.1 - Increase positive proactive education and enforcement to improve the integrity and relationship with the industry.
4.5	Design and implement a quarterly newsletter program to increase communication and strengthen the relationship between the Board and the industry.
Success Measure:	First newsletter distributed.
4.5.1	Designate staff to relaunch and implement newsletter.
4.5.2	Review newsletters from other DCA entities.
4.5.3	Explore topics to be written (i.e., staff intros, standing items, Q&As, Do's & Don'ts, Consumer focus, disciplinary actions, new/updated rules & regulations, SME recruitment, Board stats, etc.).
4.5.4	Set schedule for newsletter.
4.5.5	Work with Office of Publications, Design & Editing.
4.5.6	Distribute on multiple platforms (hard copies, social media, website, etc.).
4.5.7	Add newsletter as a topic of interest for email blasts.
4.6	Increase participation at in-person events to create positive awareness of the Board and establish relationships.
Success Measure:	Outreach calendar established, and first in-person event attended.
4.6.1	Explore logistics and feasibility of in-person event attendance.
4.6.2	Collaborate with outside entities to create partnerships (include trainings).
4.6.3	Create outreach calendar for all in-person meetings.
4.6.4	Collaborate with DCA entities to create partnerships.
4.7	Create a strategy to educate licensees and consumers on the new Connect system to ease the transition to an online platform.
Success Measure:	Creation of communication plan.
4.7.1	Review best practices from other Boards/Bureaus.

4.7.2	Explore options for visual demonstrations of processes (YouTube videos linked from website).
4.7.3	Partner with PCOC (Pest Control Operators of California), county ag, and other interested parties to notify of changes of new platform.
4.7.4	Create materials.
4.7.5	Utilize all outreach methods (social media, newsletter, website, email, etc.) to inform about new online platform.
4.8	Establish relationships with realtor associations to educate realtors on the role of the Wood Destroying Organism (WDO) reports.
Success Measure:	Contacts made and materials developed.
4.8.1	Collaborate with Department of Real Estate for better enforcement with both entities and to clarify authority.
4.8.2	Identify common/important issues and processes to be addressed.
4.8.3	Provide education to licensees on real estate related matters (NPMA-33 form, WDO report).
4.8.4	Identify associations for potential partnership.
4.8.5	Develop and distribute materials for licensees.
Goal 5: Organizational Effectiveness	
5.1	Continue to monitor, and adjust if necessary, staffing levels to achieve the Board's mandated goals and objectives.
Success Measure:	Vacancy rate lower; workload analysis and cross-training completed.
5.1.1	Conduct a Workload Analysis to determine optimal staffing levels for the Board.
5.1.2	If Workload Analysis identifies an increase in staffing levels is needed, complete a Budget Change Proposal.
5.1.3	Conduct cross-training.
5.1.4	Designate a communications/social media staff position.
5.2	Collaborate with DCA's Human Resources division to reclassify the Structural Pest Control Specialist positions to increase recruitment and retention.
Success Measure:	Positions are re-classified (if feasible).
5.2.1	Explore/determine feasibility in re-classing the SPCB Specialists.
5.2.2	Collaborate with other DCA entities that have similar classification issues/specialized classifications.
5.2.3	Review the reclass proposal that was submitted to HR by prior management and work with HR to determine why it was denied.
5.2.4	Explore current Minimum Qualification (MQ) of being licensed by the Board (change to Desirable Q not MQ?).
5.2.5	Work with HR on classification options for the SPCB Specialists.

5.2.6	Submit a new request to HR to reclass the SPCB Specialists.
5.2.7	Do outreach on exams for vacant positions.
5.3	Create a succession plan to retain institutional knowledge within the Board.
Success Measure:	Succession plan has been created; policies and procedures updated.
5.3.1	Document processes, create/update procedure manuals.
5.3.2	Identify key positions that are critical to business continuity.
5.3.3	Evaluate and determine what competencies are needed to be successful in the key positions.
5.3.4	Document the knowledge that key position individuals possess before they leave the Board.
5.3.5	Conduct cross-training.
5.3.6	Consider annual one-on-one staff meeting or encourage IDPs.
5.3.7	Create a succession plan.
5.4	Update and maintain content on the website to effectively communicate to consumers, licensees, and applicants.
Success Measure:	Website is consistently updated.
5.4.1	Explore other DCA entity websites for ideas.
5.4.2	Ensure all pages, forms, brochures are up to date and loading without errors - Update the consumer information tab on website.
5.4.3	Highlight hot topics and key items on website (including new videos and educational material, board meeting recordings & notices).
5.4.4	Explore a chat feature on the website.
5.4.5	Establish and roll out social media accounts.
5.4.6	Implement Connect system via links from website.
5.4.7	Create and maintain tracking mechanism to make sure updates are being made as needed.
5.4.8	Ensure accessibility and ADA compliance.
5.4.9	Add processing time estimates where appropriate.
5.5	Develop and maintain communication between board members and staff to create a collaborative and shared partnership.
Success Measure:	Creation of monthly EO report.
5.5.1	Encourage staff to read Board member admin manual, board member roles and guidelines. (send to staff to inform them)
5.5.2	Create a monthly EO Report to all Board Members (licensing, enforcement, admin, staff updates, etc.).

5.5.3	Encourage and provide opportunities for staff to attend Board and Committee Meetings.
5.5.4	Increase staff participation at Board and Committee Meetings (rather than EO providing all updates).
5.5.5	Explore holding a meet and greet with Board members and staff.
5.5.6	Maintain a board roster for staff, and one for management - encourage staff to review website info about Board members.



AGENDA ITEM 15 LICENSING UPDATE





MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Melissa Zanetta, Chief of Licensing and Administration Structural Pest Control Board
SUBJECT	Agenda Item #15: Licensing Update

The Licensing Statistics Report is included in the materials (Attachment 1). Based on the Q2 data, there are no significant trends or concerns to report at this time. Examinations pass/fail rates, licenses issued and renewed remain within expected ranges, with no notable deviations from prior years. While some fluctuations are expected, they do not indicate any emerging issues that require immediate attention.

Licensing Unit Satisfaction Survey

The Licensing Unit received 47 survey responses from October 1 to December 31, 2024. The survey revealed that 91.49% of respondents were "Very Satisfied" or "Satisfied" with their interactions during the licensing and company registration processes, while 8.51% expressed dissatisfaction. Additionally, 100% of respondents reported being treated with courtesy and respect by staff, and 93.48% found the guidance and assistance provided by the Licensing Unit to be effective. Feedback highlighted positive staff interactions and professionalism, with requests for improved processing times, enhanced phone support, and expanded online services.

Connect Implementation

Since the rollout of our new online licensing system on May 21, 2024, the Board has made significant strides in modernizing its services. The system currently facilitates online applications for Examination, Re-Examination, Company Registration, and Branch Office Registration. In November 2024, we successfully introduced Initial License Applications, further streamlining the licensing process for new applicants.

Looking ahead, we will expand our online services to include Wood Destroying Organism online payments and reporting, Transfers of Employment, Change of Address requests, and License Renewals. These enhancements will reduce processing times, increase convenience, and improve the user experience by eliminating the need for physical submissions.

Attachments:

1. Licensing Statistics Report

LICENSING/EXAMINATIONS STATISTICS REPORT

ATTACHMENT 1

March 12, 2025

	CURRENT FY 2024/25					PREVIOUS FY 2023/24
EXAMINATIONS						
	Q1	Q2	Q3	Q4	YTD	FY 2023/24
Applicators Registered	1,039	679	0	0	1,718	2,977
Applicators Examined	755	536	0	0	1,291	2,340
Applicators Passed	476	314	0	0	790	1,477
Applicators Failed	279	222	0	0	501	863
Applicators Pass Rate	63%	59%			61%	63%
Field Representatives Registered	1,890	1,137	0	0	3,027	5,766
Field Representatives Examined	1,123	950	0	0	2,073	4,440
Field Representatives Passed	813	528	0	0	1,341	3,218
Field Representatives Failed	310	422	0	0	732	1,222
Field Representatives Pass Rate	72%	56%			65%	72%
Operators Registered	157	107	0	0	264	501
Operators Examined	103	113	0	0	216	494
Operators Passed	87	89	0	0	176	332
Operators Failed	16	24	0	0	40	162
Operator Pass Rate	84%	79%			81%	67%

LICENSING						
	Q1	Q2	Q3	Q4	YTD	FY 2023/24
Applicator Licenses Issued	445	347	0	0	792	1,357
Field Rep Licenses Issued	653	453	0	0	1,106	2,573
Operator Licenses Issued	57	62	0	0	119	246
Company Registrations Issued	92	73	0	0	165	256
Branch Office Registrations Issued	8	11	0	0	19	31
Total	1,255	946			2,201	4,463

LICENSES RENEWED						
	Q1	Q2	Q3	Q4	YTD	FY 2023/24
Applicator	444	18	0	0	462	967
Field Representative	1,415	28	0	0	1,443	3,616
Operator	407	10	0	0	417	1,451
Total	2,266	56			2,322	6,034

LICENSES/REGISTRATIONS IN EFFECT						
	Q1	Q2	Q3	Q4		FY 2023/24
Applicator	7,130	5,907	0	0		6,549
Field Representative	16,237	15,005	0	0		15,409
Operator	4,360	4,219	0	0		4,225
Company Registration	3,504	3,566	0	0		3,445
Branch Office	504	510	0	0		502



AGENDA ITEM 16
ENFORCEMENT UPDATE

MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Hollie Glassner, Lead Analyst, Enforcement Unit Structural Pest Control Board
SUBJECT	Agenda Item #16: Enforcement Update

The Enforcement Statistics Report is included in the materials (Attachment 1).

Based on the Q2 data, there are no significant trends or concerns to report at this time. Complaint intake, investigations, citations, and financial penalties remain within expected ranges, with no notable deviations from prior years. While some fluctuations are expected, they do not indicate any emerging issues that require immediate attention.

Workers Compensation Insurance Audit

The Enforcement Unit partnered with the licensing unit to audit licensees who were deficient in workers compensation insurance (WCI).

- 67 desk investigations were opened to address Branch 1 companies showing no WCI or expired WCI policies.
- 63% of those investigations were closed with compliance obtained by the desk investigation.
- The remaining 37% were sent to the field Specialist/Investigators to visit the companies to ensure compliance.

WDO Audit

In December 2024, the Enforcement Unit partnered with the WDO Task Force to audit Branch 3 licensees with missing or overdue Wood Destroying Pest and Organism (WDO) activity filings.

The WDO Unit generated a report identifying Branch 3 companies with no WDO activities on file between 08/08/24 and 10/29/24. This list was provided to enforcement analysts for review. If an analyst confirmed that a company had not submitted filings, a desk investigation was initiated. As part of the investigation, companies were notified of their last recorded WDO activity filing date, their current WDO account balance, and were provided with filing instructions and the necessary form to add funds.

To date, analysts have initiated desk investigations into 76 Branch 3 companies. Most companies have complied with the audit by submitting their missing activities. Analysts will continue to monitor each company's filings for 60 days before closing the desk investigation. Companies that fail to respond will be referred to the WDO Unit for further investigation and potential citation or fines for violations of Business and Professions Code sections 8516 and 8518.

Consumer Satisfaction Survey

From October 1, 2024 – December 31, 2024, the Enforcement Unit sent 30 surveys and received 6 responses. The survey responses revealed that 83.33% of respondents were "Very Satisfied" with their interactions during the complaint process, while 16.67% expressed "Satisfied". Comments from consumers focus on the professionalism of the analysts as well as the efficiency of the unit.

Attachment:

1. Enforcement Statistics Report

					FY 2023/24
Complaints Received					427
Convictions/Arrest Received					497
INVESTIGATIONS CLOSED					
<i>Target: 180 days</i>					
Volume					640
Average Days to Close					82
ATTORNEY GENERAL (AG) CASES					
<i>Target: 540 days</i>					
Accusations Filed					
Pending					
Closed					25
Average Days to Close					189
CITATIONS					
Citations Issued	14	11	25	187	
Average Days to Issue	20	68	44	48	
FINANCIAL PENALTIES AND CONSUMER RESULTIONS					
Board Fines Issued	\$20,550	\$16,450	\$37,000	\$178,305	
County Fines Issued	\$15,425	\$6,900	\$22,325	\$93,025	
Consumer Refunds/Rework	\$95,784	\$186,997	\$282,781		
Total	\$131,759	\$210,347	\$342,106	\$271,330	

WOOD DESTROYING ORGANISMS (WDO) ACTIVITY	Current		Previous
	FY 2024/25		FY 2023/24
FM1 (July)	90,000	-2%	92,200
FM2 (August)	89,000	-6%	95,000
FM3 (September)	82,000	-9%	90,000
FM4 (October)	102,000	2%	100,000
FM5 (November)	92,100	5%	88,000
FM6 (December)	75,000	1%	74,500
FM7 (January)	77,500	13%	68,500
FM8 (February)			79,000
FM9 (March)			88,700
FM10 (April)			101,000
FM11 (May)			110,500
FM12 (June)			102,800



AGENDA ITEM 17
OUTREACH AND COMMUNICATIONS UPDATE





MEMORANDUM

DATE	March 12, 2025
TO	Members of the Structural Pest Control Board
FROM	Kristina Jackson-Duran, Administrative Analyst Structural Pest Control Board
SUBJECT	Agenda Item #17: Outreach and Communication Update

Email Communications

The Email Notification List (ListServ) remains a valuable tool for Board staff to efficiently communicate with licensees and stakeholders. This platform allows interested parties to subscribe or unsubscribe independently through the [Email Notification List](#) page on the Board's website.

Since the last Board meeting in October 2024, the Board's general ListServ email has gained 46 new subscribers, bringing the total to 840. Staff continues to promote this resource through email campaigns, social media outreach, speaking engagements, and direct interactions with consumers and licensees.

Social Media

The Social Media Account and Content Statistics Report (Attachment 1) is based on data obtained directly from Meta's reporting system insights. It provides detailed information for each post, including the image, topic, target audience, reach, performance, and engagement metrics.

Below are a few highlighted posts since the last board meeting:

- SPCB Online Licensing System
- Regulation Update
- Proposed Fee Increase
- Exam Development
- Renewal Fee Postponement - For Licensees Impacted by the Los Angeles Fire

SPIN Newsletter

Following the successful relaunch of the Board's newsletter in February 2024, the Newsletter Committee briefly paused publication due to the rollout of our new online licensing system. However, the committee has since resumed its efforts and is actively working on the next edition. The upcoming issue is on track for publication by the end of April, ensuring that readers continue to have access to valuable updates and information.

Live Events/Speaking Engagements


- *CAPMA PestEd Series (Citrus Heights, CA) – January 16, 2025*
Chief Enforcement Officer, Kathleen Boyle provided a presentation related to SF labeling, the Occupant Fumigation Notice, and Fume Log.
- *CAPMA PestEd Series (Montebello, CA) – January 14, 2025*
Lead Special Investigator, Tom Ineichen provided a presentation related to inspection violations and responsibilities.
- *CAPMA Fresno District Meeting – November 12, 2024*
Lead Special Investigator, Tom Ineichen provided information/training on WDO inspections.
- *CAPMA PestEd Series – November 6, 2024*
Staff provided a presentation related to SF labeling, the Occupant Fumigation Notice, and Fume Log.
- *UCR Fumigation School (Pomona, CA) – October 9-10, 2024*
Lead Special Investigator, Tom Ineichen provided a presentation related to common inspection problems.

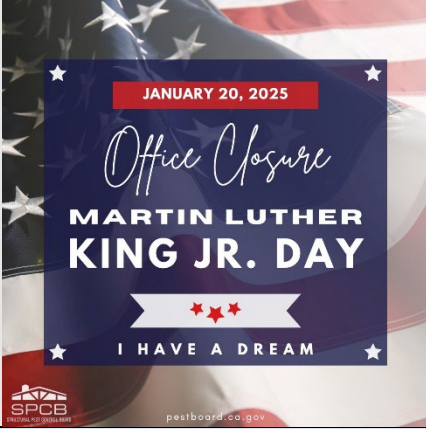
Attachment(s)

1. Social Media Account and Content Statistics

Structural Pest Control Board – Content Performance


July 1, 2024 – February 14, 2025

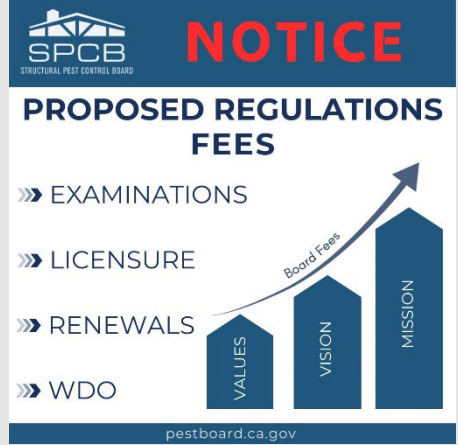
Date Posted		Post Topic				Target Audience			
2/3/2025		Licensee Renewal				Licensees			
		<p>Governor Newsom Issues Executive Order Postponing Renewal Fees for Licensees Impacted by Los Angeles Fires. For more detail follow the link below.</p> <p>https://www.dca.ca.gov/renewal_deferral/</p>							
Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	48		1	0	0		79	1	
Instagram	117	6		0	0	0	179	6	
Twitter		0		0		0	5	0	0

Date Posted		Post Topic				Target Audience			
1/20/2025		Office Closure				Licensees & Consumers			
		<p>Today we honor the legacy of Dr. Martin Luther King Jr. in the pursuit of equality, justice, and peace. Our office is closed in observance of MLK Jr. Day. Let's continue to inspire change and work toward a better tomorrow.</p>							
Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	36		1	0	0		72	1	
Instagram	38	1		0	0	0	47	1	
Twitter		0		0		0	0	0	0

Structural Pest Control Board – Content Performance


July 1, 2024 – February 14, 2025


Date Posted		Post Topic			Target Audience				
1/18/2025		Exam Development			Licensees				
		<p>1. Click the link in caption</p> <p>2. Complete the entire survey</p> <p>3. Receive CE hours via email (within 6 weeks)</p> <p>pestboard.ca.gov</p>			<p>!! Attention Branch 2 Field representatives and Operators !!</p> <p>Complete the Occupational Analysis (OA) survey and earn 3 hours of continuing education. You must currently hold the license type for the survey you are completing. The survey should not take more than 60 minutes and is available until January 26, 2025.</p> <p>Field Representative Branch 2 Occupational Analysis Link https://www.surveymonkey.com/r/SPCBFR2OA2024</p> <p>Operator Branch 2 Occupational Analysis Link https://www.surveymonkey.com/r/SPCBOPR2OA2024</p>				
Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	68		2	1	0	0	140	3	
Instagram	109	3		0	4	2	149	9	
Twitter		0		0		0	0	0	0

Date Posted		Post Topic			Target Audience				
1/17/2025		Proposed Regulations			Licensees				
		<p>»» EXAMINATIONS</p> <p>»» LICENSURE</p> <p>»» RENEWALS</p> <p>»» WDO</p> <p>pestboard.ca.gov</p>			<p>The California Structural Pest Control Board is proposing a fee increase, which aligns with the Board's mission, vision, and values to better support the industry. It's been some time since fees were last adjusted, so we encourage you to review the proposed regulations at the link below.</p> <p>https://pestboard.ca.gov/pestlaw/proposed_regulations.shtml</p>				
Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	100		1	1	0	3	240	2	
Instagram	161	7		5	4	0	413	16	
Twitter		0		0		0	7	0	0

Structural Pest Control Board – Content Performance


July 1, 2024 – February 14, 2025

Date Posted	Post Topic	Target Audience							
12/25/2024	Office Closure	Licensees & Consumers							
									
<p>Holiday Notice Our office will be closed on Christmas Day (December 25th) so our team can be with their family. We'll reopen bright and early on December 26th to assist you!</p> <p>Wishing you a joyful and merry Christmas!</p>									
Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	62		1	1	0		146	2	
Instagram	48	0		0	0	0	61	0	
Twitter		0		0		0	14	0	0


Date Posted	Post Topic	Target Audience							
11/25/2024	Office Closure	Licensees & Consumers							
									
<p>Our office will be closed November 28th & November 29th in observance of Thanksgiving. Normal business hours will resume on Monday, December 2nd.</p> <p>#thanksgiving #OfficeClosure #pestboard #pestboardca</p>									
Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	69		3	0	0		111	3	
Instagram	55	1		0	0	0	74	1	
Twitter		0		0		0	12	0	0

Structural Pest Control Board – Content Performance

July 1, 2024 – February 14, 2025

Date Posted	Post Topic	Target Audience
11/11/2024	Office Closure	Licenseses & Consumers
		<p>Our office will be closed November 11th to honor our Veterans. Normal business hours will resume on November 12th.</p> <p>#VeteransDay #OfficeClosure #pestboard #pestboardca</p>


Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	57		3	0	0		100	4	
Instagram	64	6		0	0	0	78	6	
Twitter		0		0		0	13	0	0


Date Posted	Post Topic	Target Audience
9/24/2024	Regulations	Licenseses
		<p>REGULATION UPDATE Effective October 1, 2024, new safety standards and reporting requirements for structural pest control operations will be in place. SPECIFICALLY updates to Section 1970 of the California Code of Regulations.</p> <p>Key changes include:</p> <ul style="list-style-type: none"> • New Fumigation Log (Form 43M-47, Rev. 6/2023) • Enhanced reporting requirements for all pest control applications • Clearer tracking of pesticide use and applicator information • Gender-neutral language for inclusivity <p>Visit our website for full details https://pestboard.ca.gov/pestlaw/approved_regulations.shtml</p>

Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	108		2	1	0	8	239	3	
Instagram	116	6		0	0	1	173	7	
Twitter		0		0		0	21	0	0

Structural Pest Control Board – Content Performance


July 1, 2024 – February 14, 2025

Date Posted	Post Topic		Target Audience						
9/2/2024	Office Closure		Licensees & Consumers						
 <p>Our office will be closed on Labor Day and will reopen Tuesday, September 3, 2024.</p> <p>#pestboardca #laborday #officeclosed</p>									
Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	75		1	0	0		88	1	
Instagram	50	1		0	0	0	69	1	
Twitter		0		0		0	18	0	0


Date Posted	Post Topic		Target Audience						
8/30/2024	Online Licensing System		Licensees & Consumers						
 <p>UPDATE: The Structural Pest Control Board has launched Connect, a new online system where you can apply and pay for exams, register your company, and more.</p> <p>Visit https://connect.pestboard.ca.gov today.</p>									
Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	120		5	2	0	4	134	7	
Instagram	80	5		0	2	0	116	7	
Twitter		0		0		0	13	0	0

Structural Pest Control Board – Content Performance

July 1, 2024 – February 14, 2025

Date Posted	Post Topic	Target Audience
7/29/2024	Online Licensing System	Licensees & Consumers
 <p>The graphic features the SPCB logo (a house icon with 'SPCB' and 'STRUCTURAL PEST CONTROL BOARD' text) above the text 'SPCB CONNECT Online Licensing System' and the URL 'https://connect.pestboard.ca.gov'.</p>		<p>NEW: The Board has transitioned to Connect, a new online system for:</p> <ul style="list-style-type: none"> · Exam Applications · Re-Exam Applications · Company Registration · Branch Office Registration <p>If you haven't created your account, now is the time! Apply online here: https://connect.pestboard.ca.gov/</p>

Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	119		9	3	2	6	138	16	
Instagram	108	12		1	1	4	134	18	
Twitter		0		0		0	16	0	0

Date Posted	Post Topic	Target Audience
7/2/2024	Military Members	Licensees & Consumers
 <p>The graphic features an American flag icon, the text 'EXPEDITED LICENSE APPLICATION PROCESSING FOR SERVICE MEMBERS ENROLLED IN SKILLBRIDGE', the URL 'WWW.DCA.CA.GOV/MILITARY', and the 'CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS' logo.</p>		<p>NEW: Expedited licensure application processing now available to servicemembers enrolled in SkillBridge.</p> <p>For details, visit https://www.dca.ca.gov/military/</p>

Performance									
	Reach	Likes	Reactions	Comments	Shares	Link Clicks or Other Clicks	Impressions	Engagements	Retweets
Facebook	90		3	0	0	0	116	1	
Instagram	97	5		0	1	0	119	6	
Twitter		0		0		0	17	0	0

Facebook Account Statistics

Structural Pest Control Board

Cumulative: 1/26/2023 - 2/14/2025

[Link to SPCB Facebook Page](#)

PAGE LIKES*	140 (+14.75%)
A like is a person who has chosen to support the page and want to see content from it.	
PAGE FOLLOWS*	225 (+13.6%)
A follower is a person who has chosen to receive the updates that we post in their news feed.	
REACH	4,300 (+10.25%)
The number of accounts that saw a post at least once.	
PAGE VISITS	5,700 (+23.9%)
The number of times our page or profile was visited.	
DEMOGRAPHICS (Based on Followers)	
<p>Followers ●</p> <p>Lifetime</p> <p>225</p> <p>Age & gender ●</p> <p>30%</p> <p>20%</p> <p>10%</p> <p>0%</p> <p>18-24 25-34 35-44 45-54 55-64 65+</p> <p>Men 76.3% Women 23.7%</p> <p>Top cities</p> <p>Sacramento, CA 6.2%</p> <p>San Jose, CA 3.6%</p> <p>Fresno, CA 2.7%</p> <p>San Diego, CA 2.7%</p> <p>Los Angeles, CA 2.2%</p> <p>Roseville, CA 2.2%</p> <p>Bakersfield, CA 1.8%</p> <p>Yucaipa, CA 1.8%</p> <p>Rocklin, CA 1.3%</p> <p>Visalia, CA 1.3%</p> <p>Top countries</p> <p>United States 99.1%</p> <p>France 0.4%</p> <p>Indonesia 0.4%</p> <p>Pakistan 0.4%</p>	

*The difference between a like and a follow is people who like our page can choose to unfollow your page. This means that posts and updates will no longer appear in their news feed, however, their name will show up as part of our page's audience.

Instagram Account Statistics

Structural Pest Control Board

Cumulative: 1/26/2023 - 6/30/2024

[Link to SPCB Instagram Page](#)

PAGE LIKES		251 (+27.4%)																					
A like is a person who has chosen to support the page and want to see content from it.																							
REACH		569 (+22.3%)																					
The number of accounts that saw a post at least once.																							
PAGE VISITS		731 (+26.4%)																					
The number of times our page or profile was visited.																							
DEMOGRAPHICS (Based on Followers)																							
<p>Followers ●</p> <p>Lifetime</p> <h2>251</h2> <p>Age & gender ●</p> <table border="1"> <caption>Age & Gender Distribution</caption> <thead> <tr> <th>Age Group</th> <th>Men (%)</th> <th>Women (%)</th> </tr> </thead> <tbody> <tr> <td>18-24</td> <td>~2%</td> <td>~0.5%</td> </tr> <tr> <td>25-34</td> <td>~19%</td> <td>~3%</td> </tr> <tr> <td>35-44</td> <td>~28%</td> <td>~14%</td> </tr> <tr> <td>45-54</td> <td>~18%</td> <td>~6%</td> </tr> <tr> <td>55-64</td> <td>~7%</td> <td>~4%</td> </tr> <tr> <td>65+</td> <td>~2%</td> <td>~0.5%</td> </tr> </tbody> </table> <p>Men 75.1% Women 24.9%</p>			Age Group	Men (%)	Women (%)	18-24	~2%	~0.5%	25-34	~19%	~3%	35-44	~28%	~14%	45-54	~18%	~6%	55-64	~7%	~4%	65+	~2%	~0.5%
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AGENDA ITEM 18

**REVIEW AND POSSIBLE APPROVAL OF THE
SPCB DEI SUPPLEMENTAL STRATEGIC PLAN**

Presentation by DCA SOLID Planning Solutions



Structural Pest Control Board

Amended Strategic Plan 2023-2028

Prepared by SOLID Planning Solutions



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DRAFT

Board Members

Yessenia Anderson, President, Public Member

Kyle Finley, Vice President, Industry Member

Ankur Bindal, Public Member

Scott Mendenhall, Industry Member

Mark Paxson, Public Member

John Tengan, Industry Member

DRAFT

Gavin Newsom, Governor

Tomiquia Moss, Secretary, Business, Consumer Services and Housing Agency

Kimberly Kirchmeyer, Director, Department of Consumer Affairs

Sophia Azar, Executive Officer, Structural Pest Control Board

Message from the Board President

[Here the president can write a message about the amended plan.]

DRAFT

About the Board

In 1935, Assembly Bill 2382 established "An act to regulate the practice of structural pest control; to create the Structural Pest Control Board; to provide for the registration and licensing of persons engaged in such practice, and for the protection of the public in the practice of structural pest control". The bill was signed by the Governor on July 20, 1935 and became law on September 15, 1935.

The Board, under jurisdiction of the DCA, was transferred to the jurisdiction of the Department of Pesticide Regulation on October 23, 2009 (ABX4, 20, Strickland and Huber, 2009). The Board returned to the DCA, effective July 1, 2013, under the Governor's 2011-2012 Reorganization Plan No. 2 and AB 1317 (Frazier, 2013).

The Structural Pest Control Board is statutorily composed of seven members, of whom four are public members and three are members of the pest control industry. The Governor appoints two public members and three licensed industry members. The Senate Rules Committee and the Speaker of the Assembly each appoint one public member. Board Members may serve up to two four-year terms.

Mission, Vision, and Values

Mission

The Structural Pest Control Board's mission is to protect the general welfare of Californians and the environment by promoting outreach, equitable education, and fair regulation of the structural pest management profession.

Vision

The Structural Pest Control Board sets the standard as the national regulatory and environmental leader of pest management for consumer protection.

Values

- Accountability
- Consumer Protection
- Diversity, Equity, and Inclusion
- Professionalism
- Service
- Transparency

Goal 1: Licensing, Examinations, and Continuing Education

The Board sets standards to ensure excellence in practice and public safety while promoting fairness, accessibility, and inclusiveness.

- 1.1 Implement the Connect system to improve transparency, accessibility, and efficiency of the examination and licensing processes.
- 1.2 Evaluate the process of auditing licensees' continuing education to ensure fairness and consistency.
- 1.3 Evaluate and restructure the continuing education approval process of providers and course materials to ensure accessible, diverse, and high-quality continuing education is provided to licensees.
- 1.4 Research the feasibility of separating the branch 2 and branch 3 applicator examination and licenses to make applicator licenses more relevant to each trade.
- 1.4.1.5 Research ways to improve access to and engagement with the examination and licensing processes.

Goal 2: Enforcement

The Board protects the health and safety of all consumers through the enforcement of the laws and regulations governing the practice of structural pest control.

- 2.1 Increase positive proactive education and enforcement to improve the integrity and relationship with the industry.
- 2.2 Increase the working relationships with county agricultural commissioners and the Department of Pesticide Regulation (DPR) to reduce incidents of unlawful pest control services.
- 2.3 Seek authority to suspend and/or (with cause) revoke a license for non-compliance of a citation (unpaid citation or fine) to accelerate compliance and reduce outstanding fines.
- 2.4 Implement the Connect system to improve transparency, accessibility, and efficiency of the enforcement processes.
- 2.5 Increase transparency in enforcement activities to enhance consumer knowledge.

Goal 3: Legislation, Regulations, and Policy

The Board pursues statutes, regulations, policies, and procedures that strengthen and support its mandate and mission while promoting diversity, equity, and inclusion (DEI) in decision-making processes.

- 3.1 Incorporate new United States Environmental Protection Agency (EPA) required standards into regulation to comply with federal standards.
- 3.2 Provide legislative and regulatory updates in the Board's newsletter to improve communication and awareness to consumers and licensees.
- 3.3 Re-examine the fee structure to ensure a consistent and balanced revenue stream.
- 3.4 Explore alternatives to foster improved communication and collaboration with other agencies and the legislature to improve timely tracking of sensitive or competing legislation.
- 3.5 Review and revise as necessary, language in the Act Book to improve clarity and address barriers to diversity, equity, and inclusion.
- 3.5.6 Incorporate equity analysis and considerations in the Board's decision making.

Goal 4: Outreach and Communication

The Board proactively and inclusively communicates its mission, vision, and goals to all stakeholders ensuring equitable access to information.

- 4.1 Continue to communicate and further educate consumers (including such topics as controlled chemicals and general education of the Board's role) to help with health, safety, and consumer protection.
- 4.2 Set expectations for license applicants to improve success rate and reduce the number of unlicensed practitioners.
- 4.3 Expand communication channels and opportunities for the exam subject matter expert (SME) pool (including incentivizing participation) to raise awareness of SME opportunities.
- 4.4 Proactively distribute education materials about enforcement to registered companies and licensees to encourage positive interactions with the Board.
- 4.5 Design and implement a quarterly newsletter program to increase communication and strengthen the relationship between the Board and the industry.
- 4.6 Increase participation at in-person events to create positive awareness of the Board and establish relationships.
- 4.7 Create a strategy to educate licensees and consumers on the new Connect system to ease the transition to an online platform.
- 4.8 Establish relationships with realtor associations to educate realtors on the role of the Wood Destroying Organism (WDO) reports.
- 4.9 Promote two-way communication with the pest control industry.
- 4.10 Update two-way communication with the pest control industry.
- 4.84.11 Improve online content to reflect and respect diverse cultural perspectives.

Goal 5: Organizational Effectiveness

The Board standard is to build an excellent organization through effective leadership, responsible management, and transparency while promoting diversity, equity, and inclusion.

- 5.1 Continue to monitor, and adjust if necessary, staffing levels to achieve the Board's mandated goals and objectives.
- 5.2 Collaborate with DCA's Human Resources division to reclassify the Structural Pest Control Specialist positions to increase recruitment and retention.
- 5.3 Create a succession plan to retain institutional knowledge within the Board.
- 5.4 Update and maintain content on the website to effectively communicate to consumers, licensees, and applicants.
- 5.5 Develop and maintain communication between board members and staff to create a collaborative and shared partnership.

5.5.6 Increase the welcoming and inclusive work environment of the Board.

DEI Supplemental Process

In September of 2022, Governor Gavin Newsom, through [Executive Order \(N-16-22\)](#), strengthened the State's commitment to a "California For All" by directing state agencies and departments to take additional actions to embed equity analysis and considerations into their policies and practices, including but not limited to the strategic planning process.

SOLID conducted a new DEI focused scan and analysis during August to December 2023. Feedback was solicited from external stakeholders, board members, board leadership, and staff. This feedback was used to assist SPCB in considering a diversity, equity, and inclusion perspective to its current strategic plan.

DRAFT

Structural Pest Control Board

2005 Evergreen Street, Ste. 1500
Sacramento, CA 95815

Licensing (916) 561-8704

Enforcement/Complaints (916) 561-8708

Administration (916) 561-8700

WDO Unit (916) 561-8750

<https://www.pestboard.ca.gov/>

Strategic plan adopted on October 27, 2022.

Amended strategic plan approved on [type date here].

This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the Structural Pest Control Board on September, 13 of 2022. This plan was amended on [Month] [Day] of [Year].



Prepared by:

SOLID Planning Solutions
1747 N. Market Blvd., Ste. 270
Sacramento, CA 95834



Environmental Scan

Diversity, Equity, and Inclusion (DEI)
Supplement

2024

*Prepared by
SOLID Planning Solutions
for the Structural Pest Control Board*



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Introduction

In September of 2022, Governor Gavin Newsom, through [Executive Order \(N-16-22\)](#), strengthened the State's commitment to a "California For All" by directing state agencies and departments to take additional actions to embed equity analysis and considerations into its policies and practices, including but not limited to the strategic planning process.

At the Department of Consumer Affairs (DCA), we are driven by our consumer protection mission and common goal to support our employees and the people and communities across California. As part of advancing the Governor's Executive Order, DCA's strategic planning process reflects our commitment to diversity, equity, and inclusion (DEI), incorporating inclusive public engagement and enhanced data collection and analysis.

DCA DEI Mission Statement: To advance a diverse, equitable, and inclusive California Department of Consumer Affairs for all.

Diversity: The inherent and acquired qualities, characteristics, and experiences that make us unique as individuals and the groups to which we belong.

Equity: Creating pathways to equal outcomes.

Inclusion: A practice to maintain a positive environment where all individuals feel recognized, understood, and valued.

DCA encourages the Structural Pest Control Board (SPCB or the Board) to consider DEI impacts of policy decisions when reviewing the feedback from this report and when revising or developing strategic objectives.

In 2022, SOLID facilitated the development of SPCB's 2023-2028 strategic plan. In support of the Governor's mandate, SOLID conducted a new DEI focused scan and analysis from August to December of 2023. This report is a summary of the feedback obtained during this survey-based scan, which will be used to assist SPCB in adding a diversity, equity, and inclusion perspective to its current strategic plan.

This supplemental environmental scan survey consisted of specific questions designed to assist strategic planning participants in considering the DEI impacts of policy decisions such as regulatory, statutory, and continuing education requirements. Feedback was solicited from external stakeholders, board members, board leadership, and staff.

As you read through this report, you are encouraged to consider:

- Who will benefit from or be burdened by the particular decision or proposal?
- Are there needs that may be different for various demographic or geographic groups?
- Once implemented, how will the Board measure the effect on impacted populations?
- What data/metrics will be used to evaluate the impacts?

This document summarizes trends, including areas where stakeholders agree and disagree, while providing insights to assist the Board in considering strategic plan objectives.

At the upcoming supplemental planning session, board members will discuss and evaluate this information as a group to help create or modify objectives that the Board will include in its work during this ongoing strategic plan period.

If you have any questions about this report, please contact Sarah Irani with SOLID Planning at Sarah.Irani@dca.ca.gov.

Diversity, Equity, and Inclusion Scan Summary

Trends in Gaining Different Perspectives

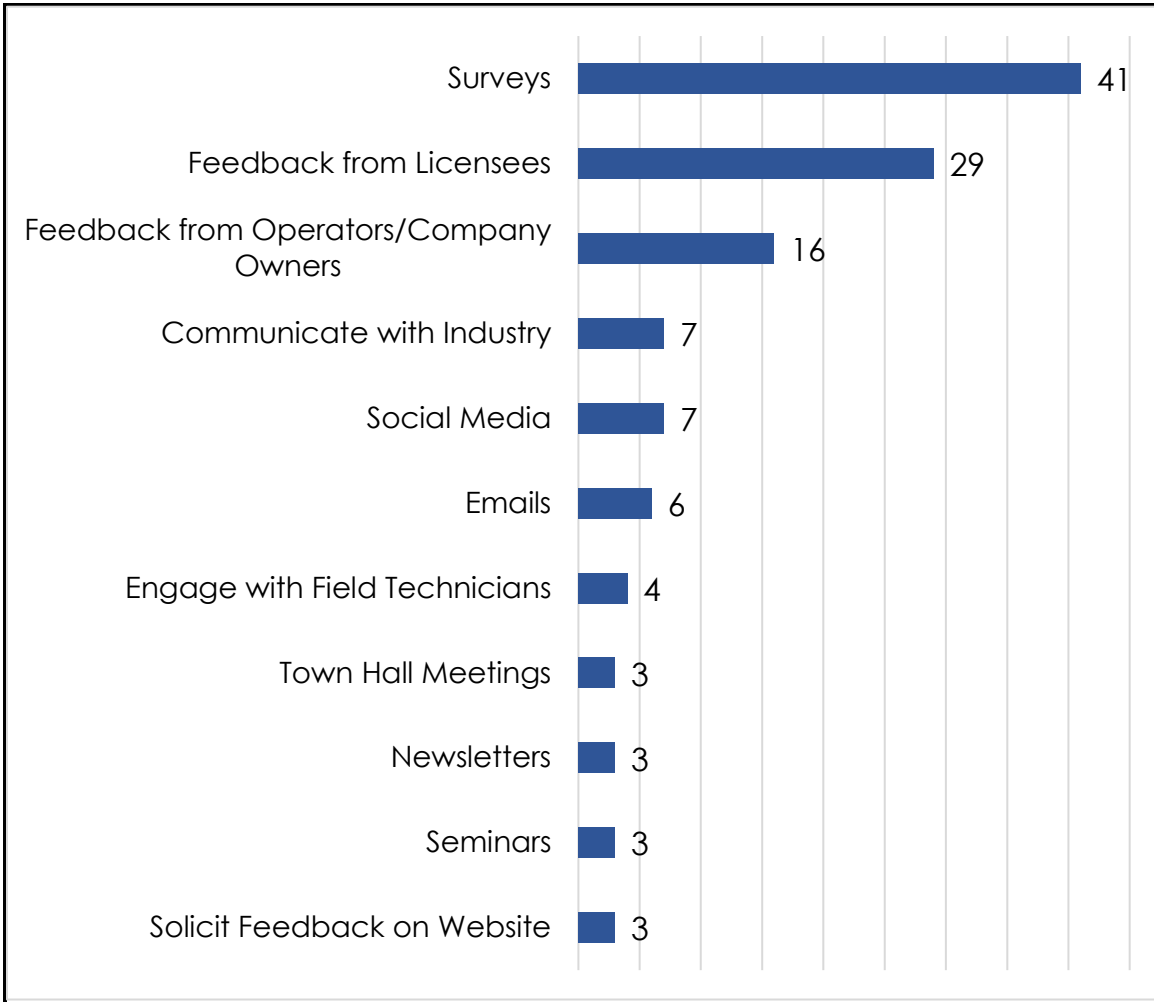
Survey question: What are ways SPCB can gain different perspectives about ideas and priorities related to the Board's activities?

Summary of Stakeholder Comments

1. Stakeholders suggest that SPCB send out more online surveys to the public, licensees, business owners, and SPCB staff to gain feedback and different perspectives.
2. Stakeholders agree that SPCB should be more proactive in soliciting feedback from the following groups, in order of most mentioned, to gain their insights and perspectives:
 - a. Licensees (29)
 - b. Operators/Company Owners (16)
 - c. Consumers (1)
 - d. Small Businesses (1)
 - e. SPCB Staff (1)
 - f. Subject Matter Experts (1)
3. Stakeholders recommend SPCB increase its presence on social media platforms such as Facebook, Instagram, and TikTok.
4. Stakeholders would like to see more communication between the Board and the pest control industry to discuss common issues and foster collaboration.
5. Stakeholders agree that email communication is a great way to solicit different opinions and inform licensees of upcoming changes.

Stakeholder Comment Trends

The chart below lists the top trends along with the corresponding number of comments for feedback provided by stakeholders.



Trends in Unnecessary Requirements or Barriers to Licensure

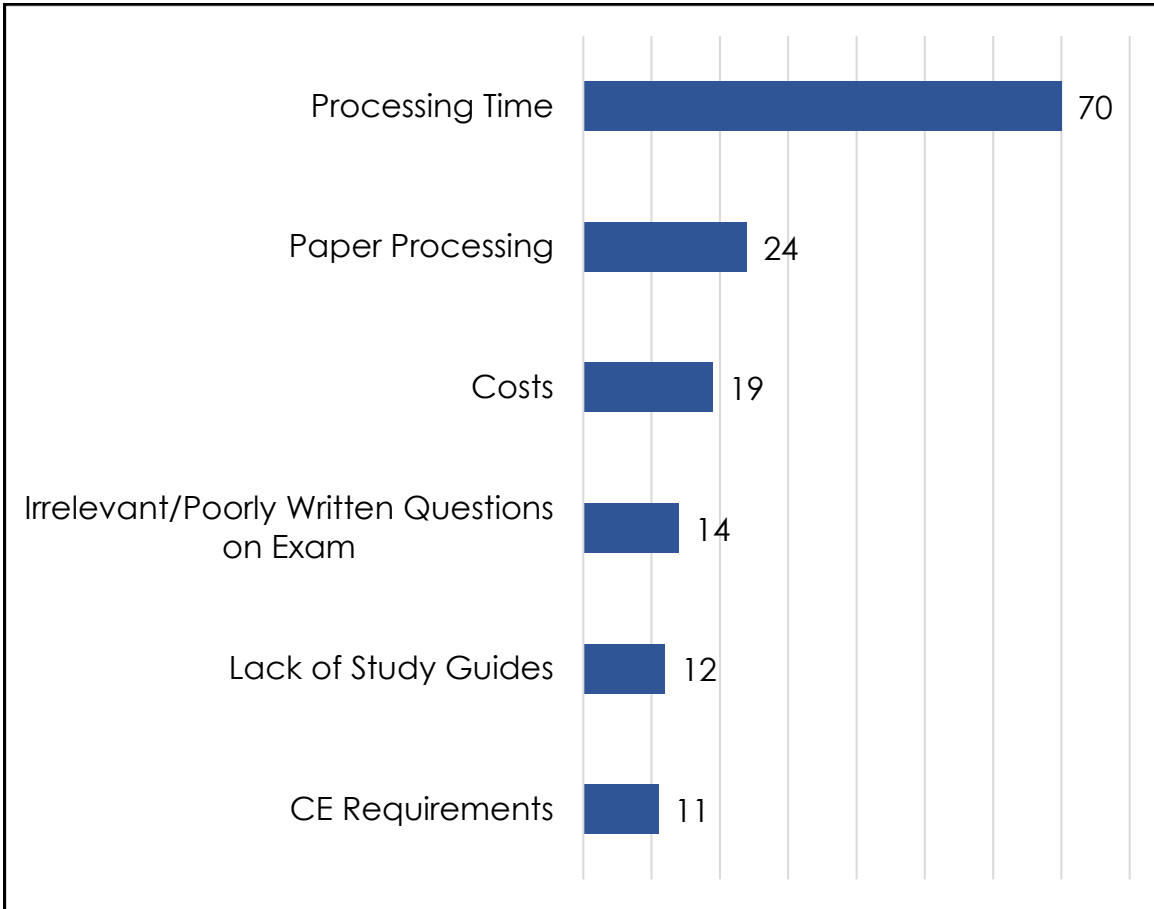
Survey question: Are there unnecessary requirements or barriers to licensure (e.g., education, experience, examination, continuing education, cost of licensure, processing time)?

Summary of Stakeholder Comments

1. Stakeholders state that the length of time it takes to process applications is a barrier, saying the minimum is six weeks to receive a license.
2. Stakeholders say that the requirements for physical applications, forms, and wet signatures are a barrier to licensure. Stakeholders state that digital signatures and online payments would help alleviate the lengthy timelines.
3. Costs are another barrier stated by stakeholders, who say online course fees are too high along with the costs for continuing education.
4. Stakeholders say the exams are poorly written and have many irrelevant questions that do not reflect the actual work being done in the industry.
5. Stakeholders cite the need for proper study guides for the exams, stating current exam resources have conflicting or outdated information, or there are no study materials available at all.
6. Stakeholders feel that Continuing Education (CE) requirements are another barrier to licensure stating there are not enough study materials, fees and required hours are too high, and CE requirements are too strict.

Stakeholder Comment Trends

The chart below lists the top trends along with the corresponding number of comments for feedback provided by stakeholders.



Ways to Increase Outreach and Connection to All California Communities Trends

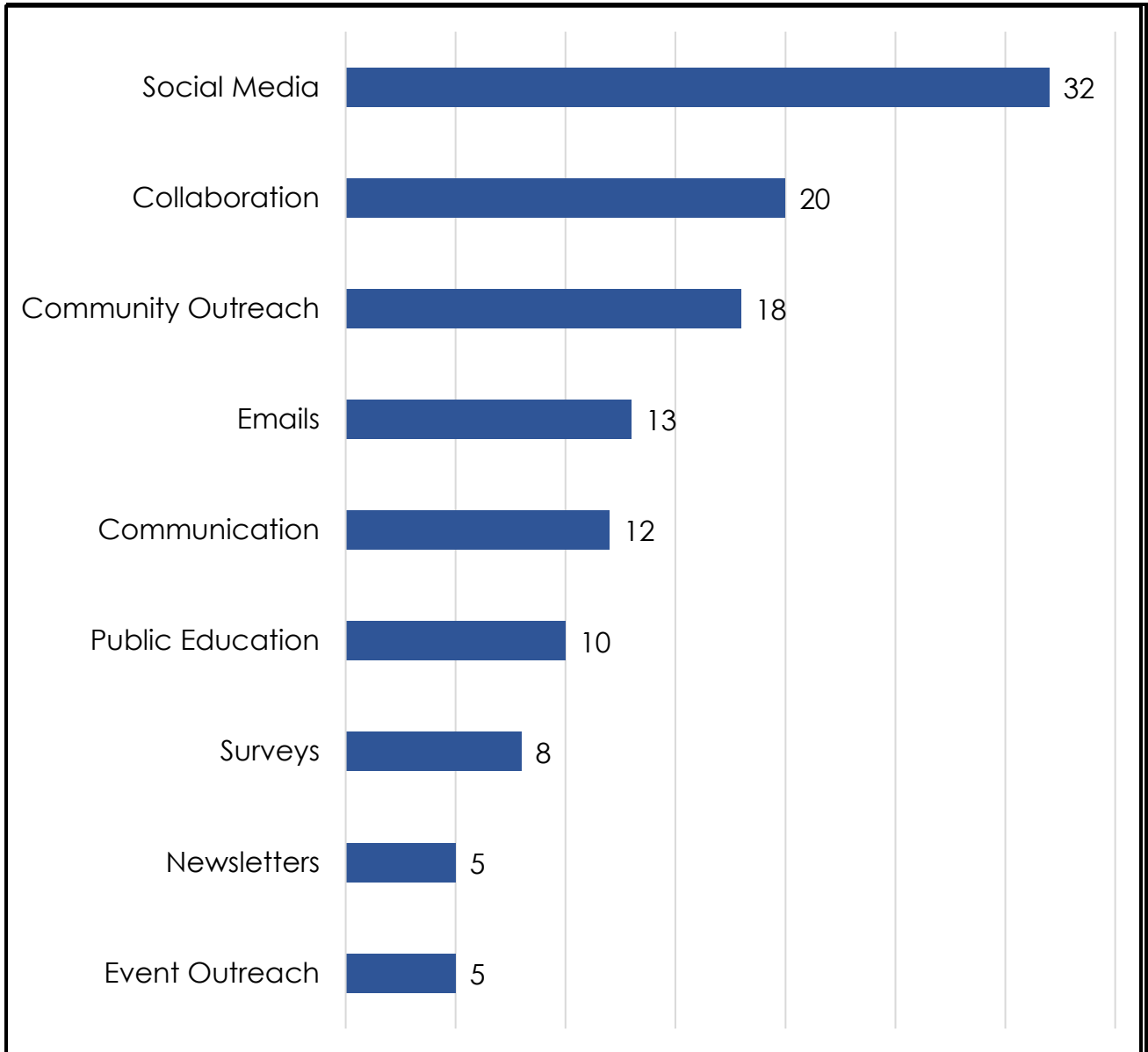
Survey question: What are ways that SPCB can increase its outreach and connection to all California communities?

Summary of Stakeholder Comments

1. Stakeholders suggest SPCB expand its use of social media, including Facebook, YouTube, and Twitter, to better educate and connect with all California communities.
2. Stakeholders suggest SPCB foster collaboration efforts with the following groups to provide education and involvement in the industry:
 - a. Pest Control Companies
 - b. Pest Control Operators of California
 - c. California Department of Food and Agriculture
 - d. Licensees
 - e. California Agricultural Commissioners and Sealers Association
 - f. California Association of Realtors
 - g. Master Gardener programs
3. Stakeholders would like to see more community-based outreach by having the Board attend local community events to better network and educate consumers.
4. Stakeholders suggest SPCB communicate more outreach efforts through email and email lists.
5. Stakeholders also suggest that SPCB improve its communications with licensees and consumers with regular updates on the industry and ensuring telephone inquiries are answered within a reasonable timeframe.

Stakeholder Comment Trends

The chart below lists the top trends along with the corresponding number of comments for feedback provided by stakeholders.



Other Actions to Take to Further Equal Access to Opportunities

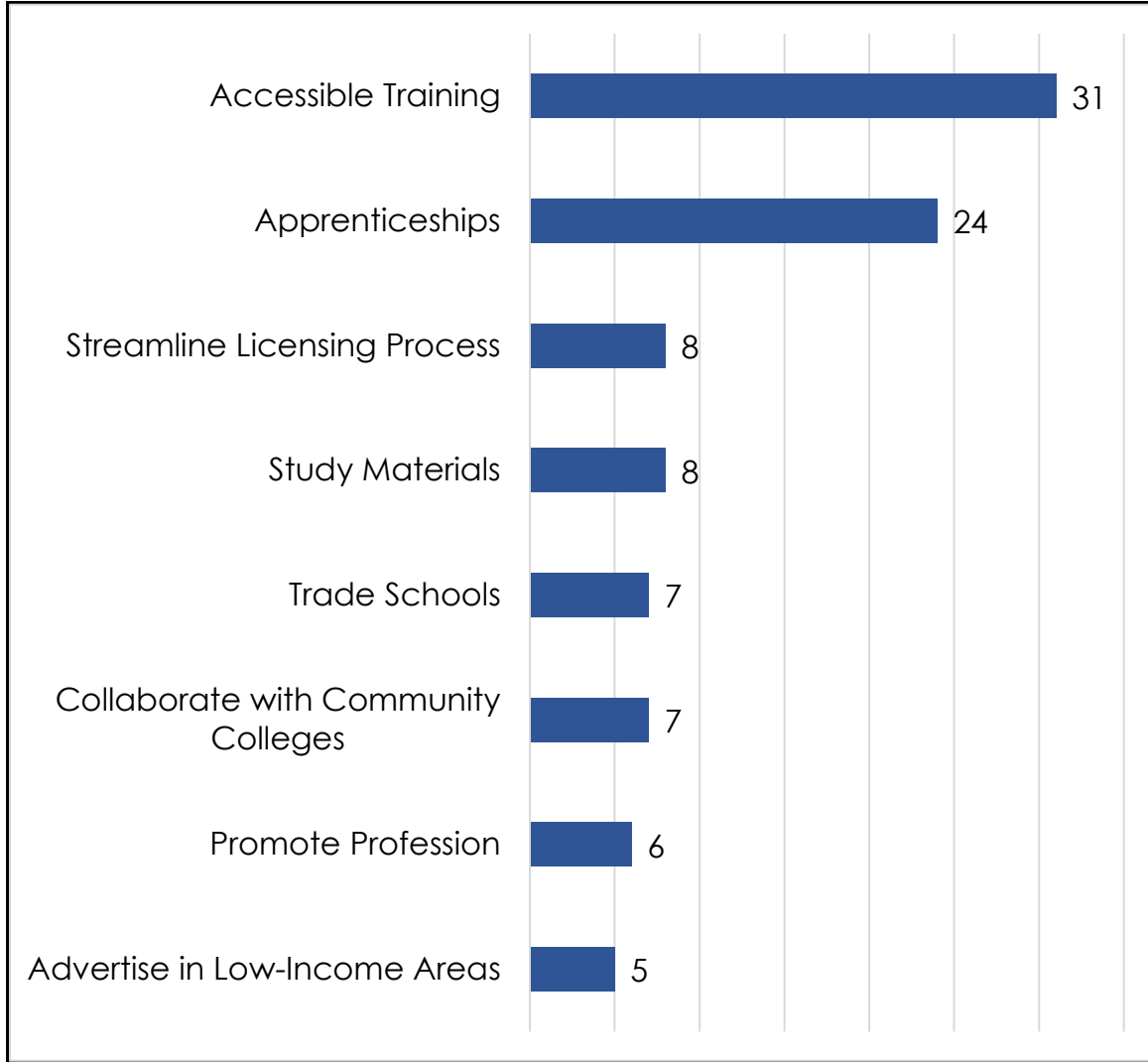
Survey question: What other actions should SPCB take to further equal access to opportunities (e.g., entry into the profession, education/training opportunities, apprenticeships/ mentorships)?

Summary of Stakeholder Comments

1. Stakeholders suggest SPCB providing more trainings and schools, in addition to accommodating people with disabilities, for more available trainings to further equal access.
2. Stakeholders recommend establishing apprenticeship and mentorship programs to allow individuals within the industry to learn under a senior licensee and encourage more entry into the profession.
3. Stakeholders emphasize the need for test preparation and study materials for the licensing exams.
4. Stakeholders say that streamlining the timeline of the licensing process would assist with furthering access to the profession.
5. Stakeholders recommend the Board collaborate with community colleges to advertise the profession and introduce pest control as a career option.

Stakeholder Comment Trends

The chart below lists the top trends along with the corresponding number of comments for feedback provided by stakeholders.



Appendix A – Acronym List

Acronym	Definition
CE	Continuing Education
DCA	Department of Consumer Affairs
DEI	Diversity, Equity, and Inclusion
SOLID	SOLID Training and Planning Solutions
SPCB	Structural Pest Control Board

Appendix B – Data Collection Method

Data for this report was gathered by surveying stakeholder groups that are important to the success of the Board. Stakeholders include any individual or group who is influenced by or influences a program. Information for this survey was gathered by surveying external stakeholders and internal stakeholders using an online survey.

Classification of Stakeholder Relationship with SPCB

Relationship with SPCB	Number of Responses	Response Rate
Leadership	3	100%
Management	3	100%
Staff	11	50%
Board Member	1	17%
Licensee	798	1
Preparing to Become Licensee	6	1
Work in Related Field	14	1
Consumer or Represent Consumer Group	9	1
Government Agency	24	1
Professional Association/Group	18	1
Other ²	26	1

¹ A response rate cannot be determined for these external stakeholders because of the undetermined number having access to the survey link.

² Respondents listed in the “Other” category identified themselves as follows:

- Agricultural Commissioner
- Agricultural Commissioner/Sealer of Weights and Measures/ Local Pesticide Regulator
- Applicators License
- Department of Pesticide Regulation Representative
- Former Branch 2 and 3 Licensee
- Former Licensee
- No Relation to SPCB
- Office Manager for Licensee
- Own Pest Control Company (2)
- Owner Operator
- Owner Operator of Pest and Termite Control
- Pest Control Operator (2)
- Pest Inspector
- Related Industry
- Retired Licensee (3)
- Retired SPCB Employee
- Upcoming Owner Operator

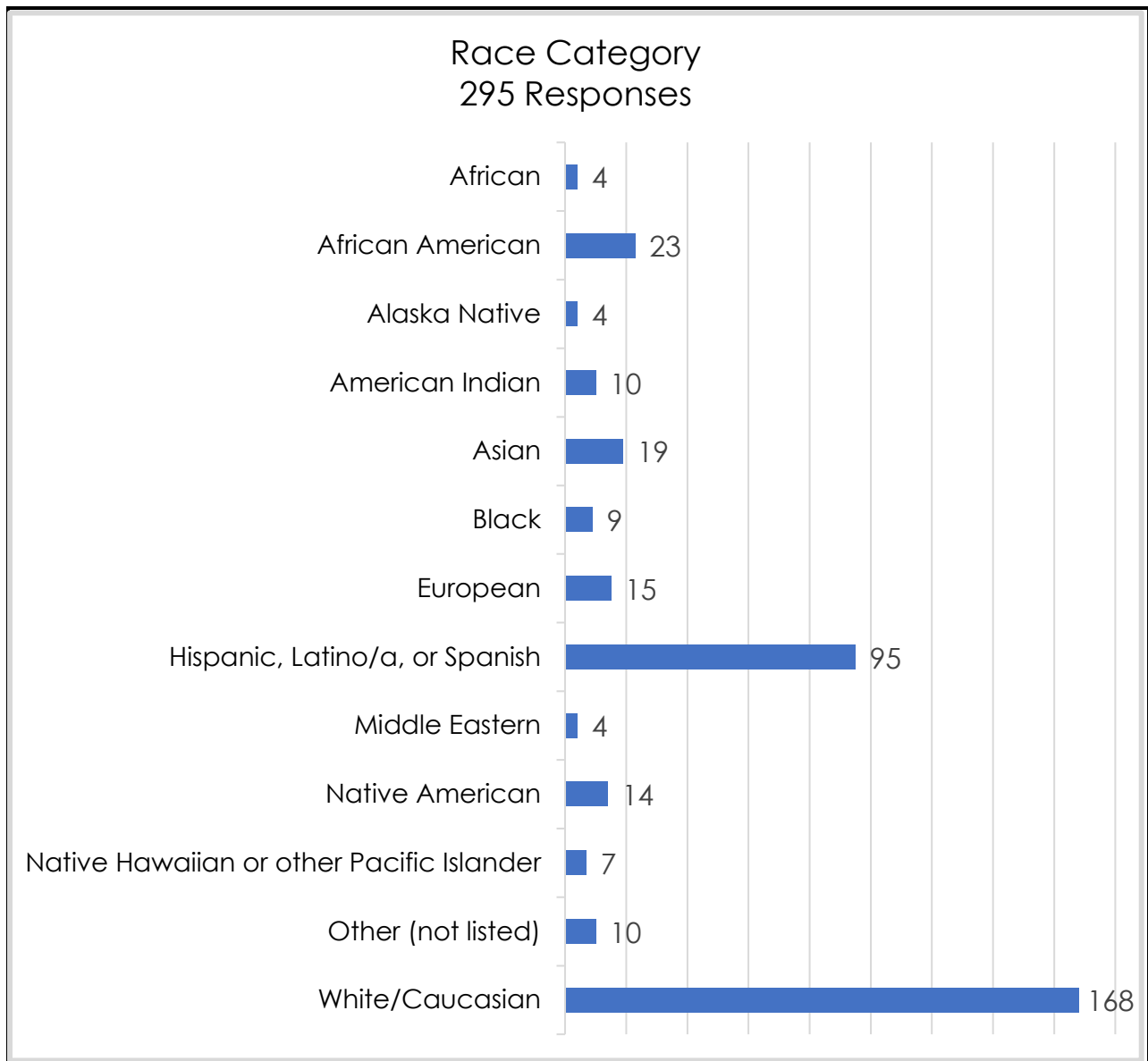
Appendix C – Demographic Data

Demographic questions were marked as optional. Given the small percentage of stakeholders who did choose to answer these questions, we provide them for information only.

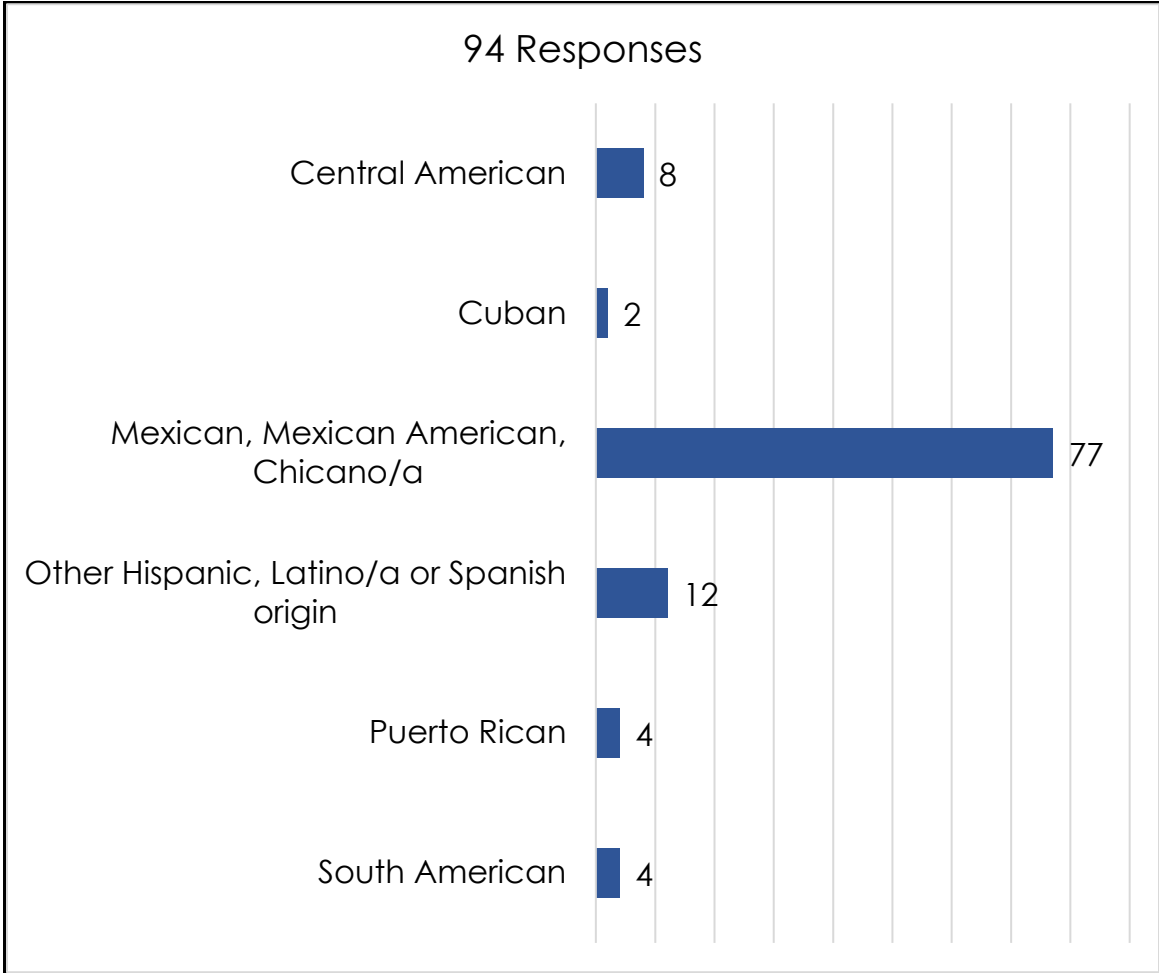
Race

Races Stakeholders Identified With

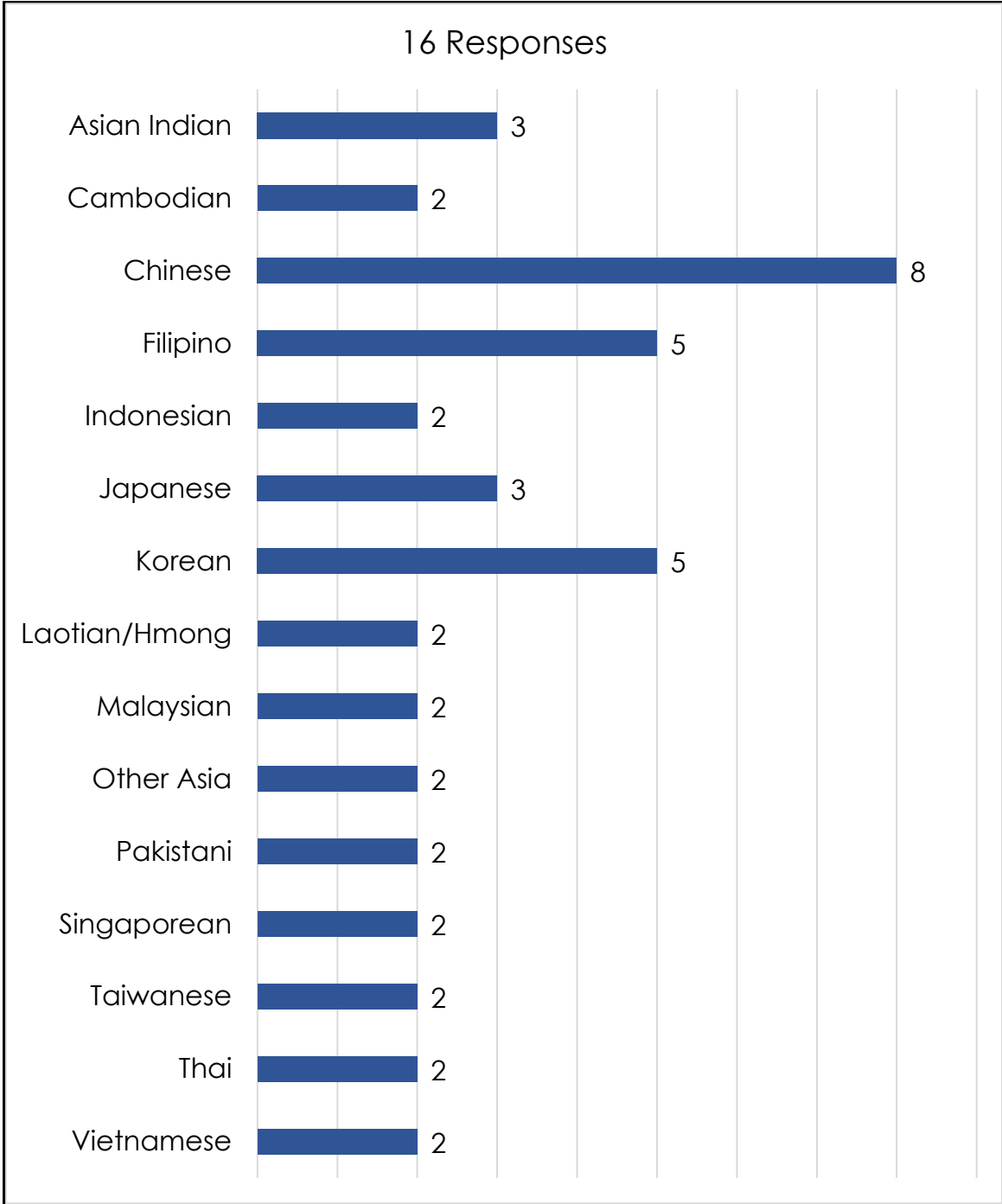
* Multiple options could be selected.



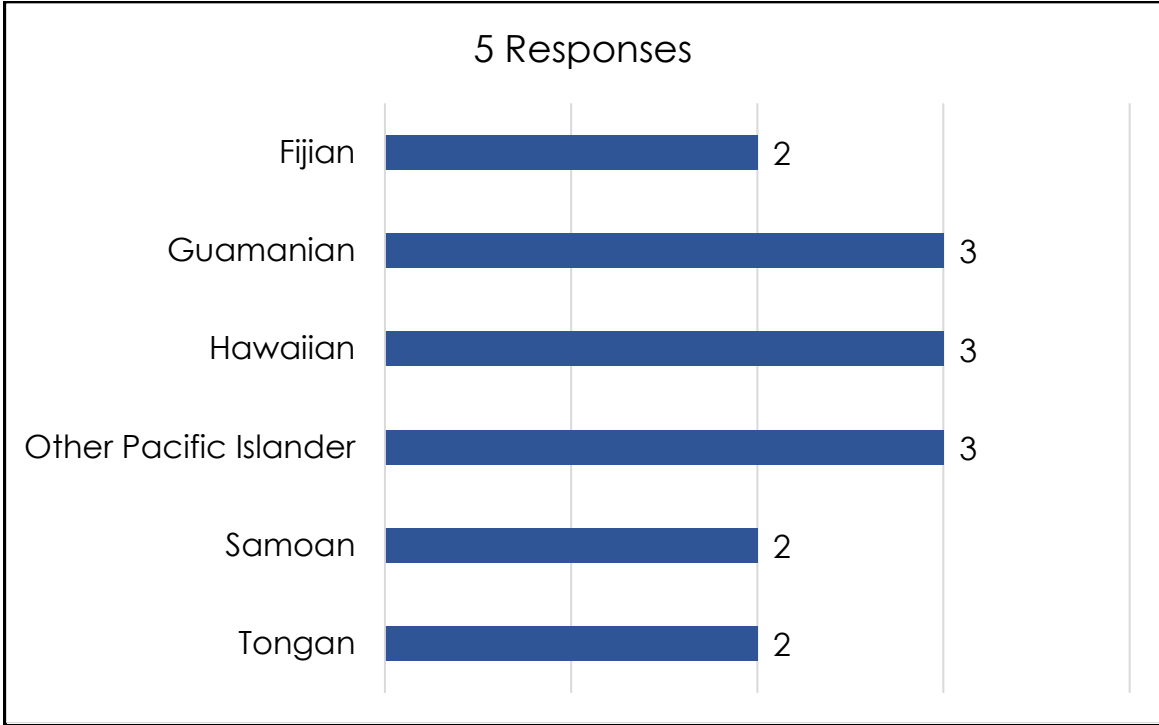
Hispanic, Latino/a, or Spanish Stakeholders Identified With



Asian Stakeholders Identified With

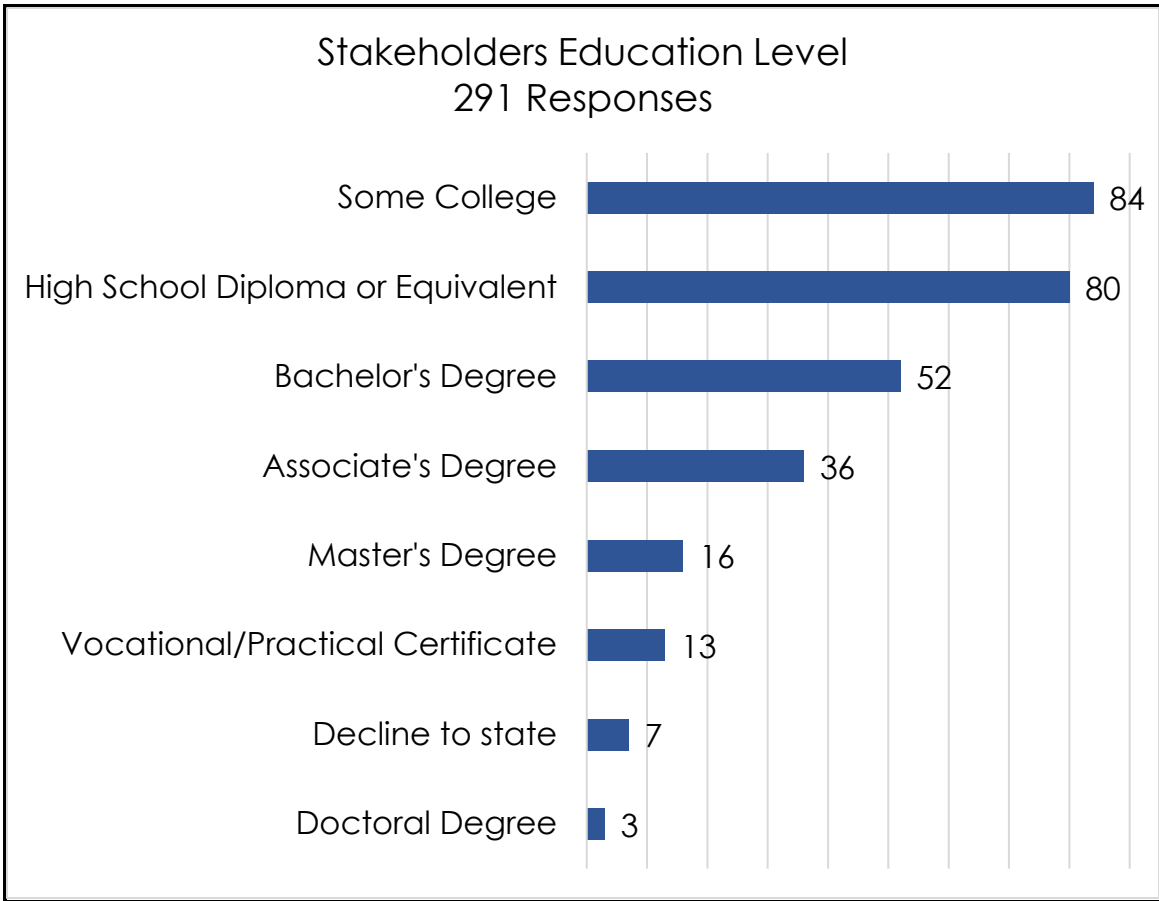


Native Hawaiian or Other Pacific Islander Stakeholders Identify With



Education

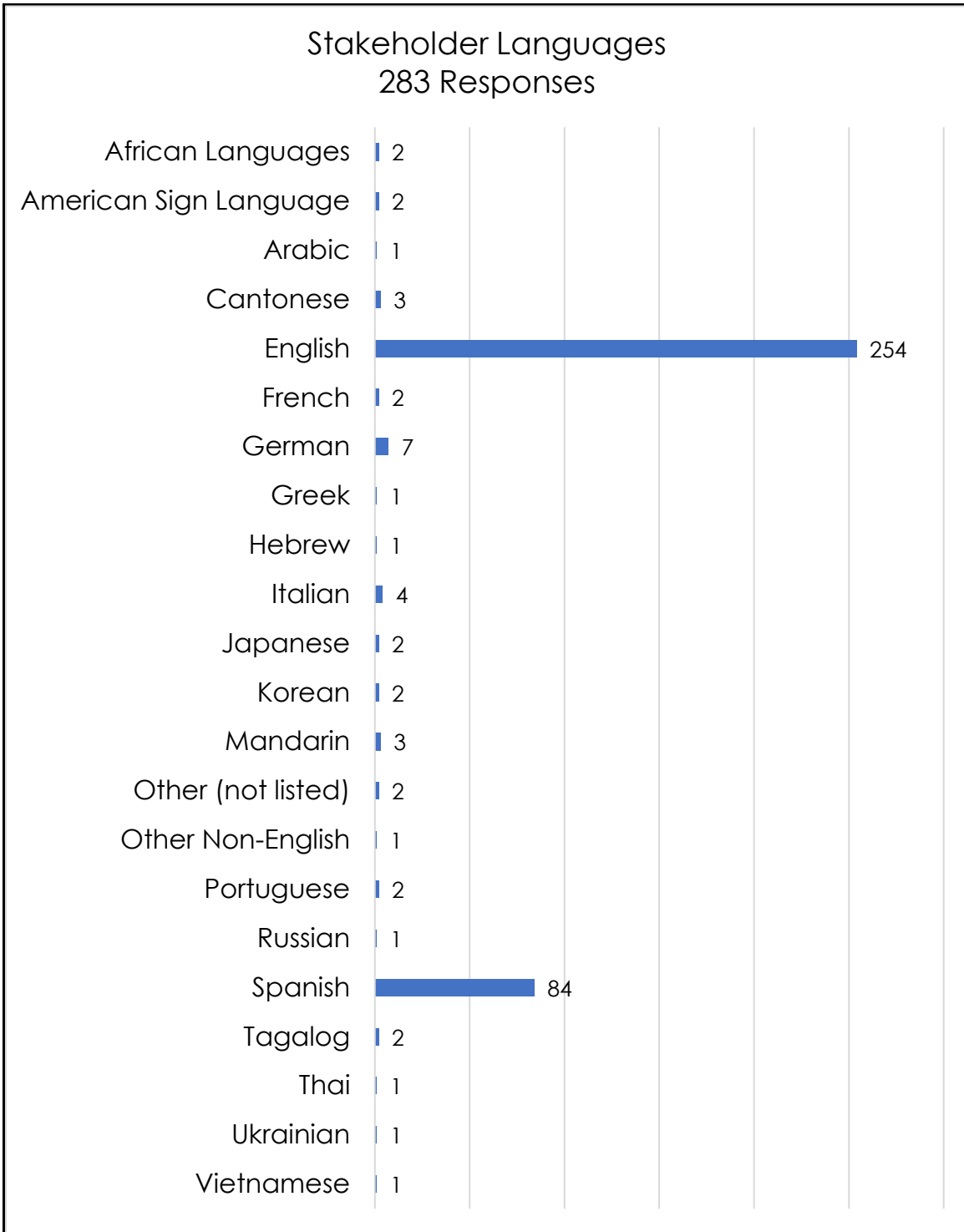
Stakeholders' Highest Level of Education



Languages

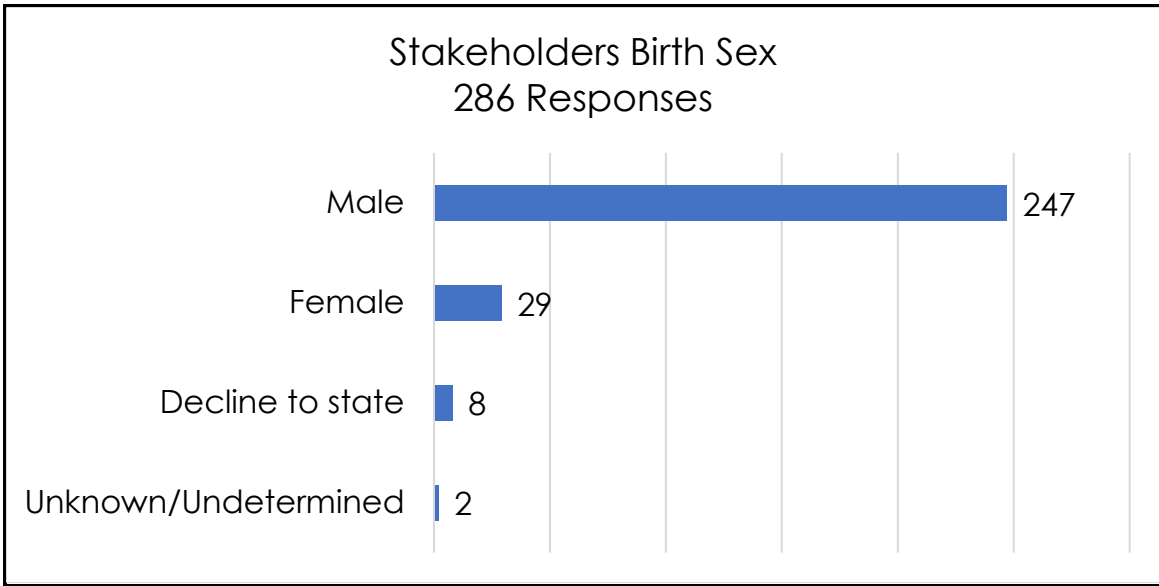
Languages Stakeholders Speak Fluently

* A total of 58 options were provided, including “Decline to State”. Multiple options could be selected. Options not selected are not shown.



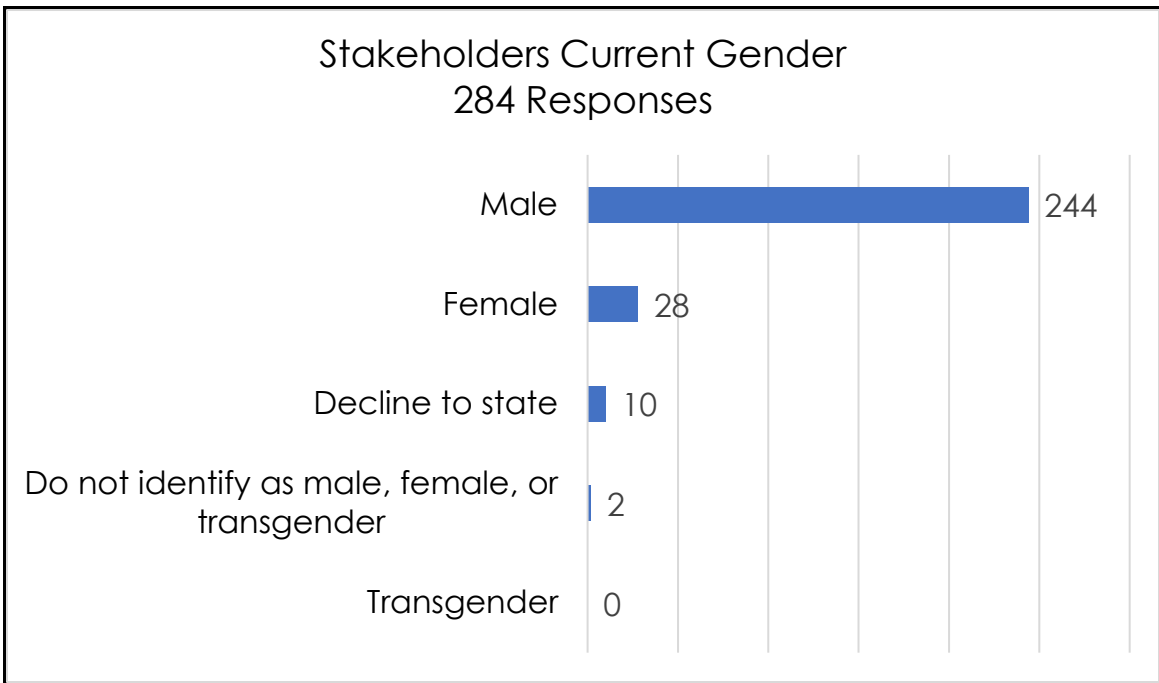
Birth Sex

Stakeholders' Assigned Sex at Birth



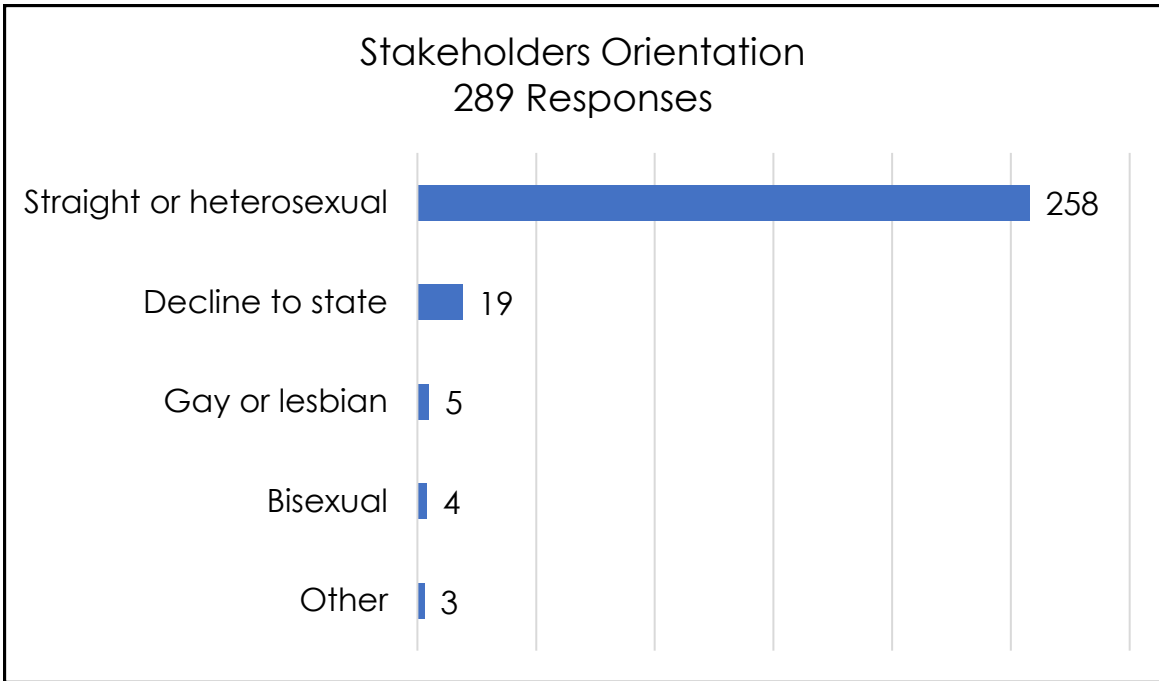
Current Gender

How Stakeholders Describe Themselves



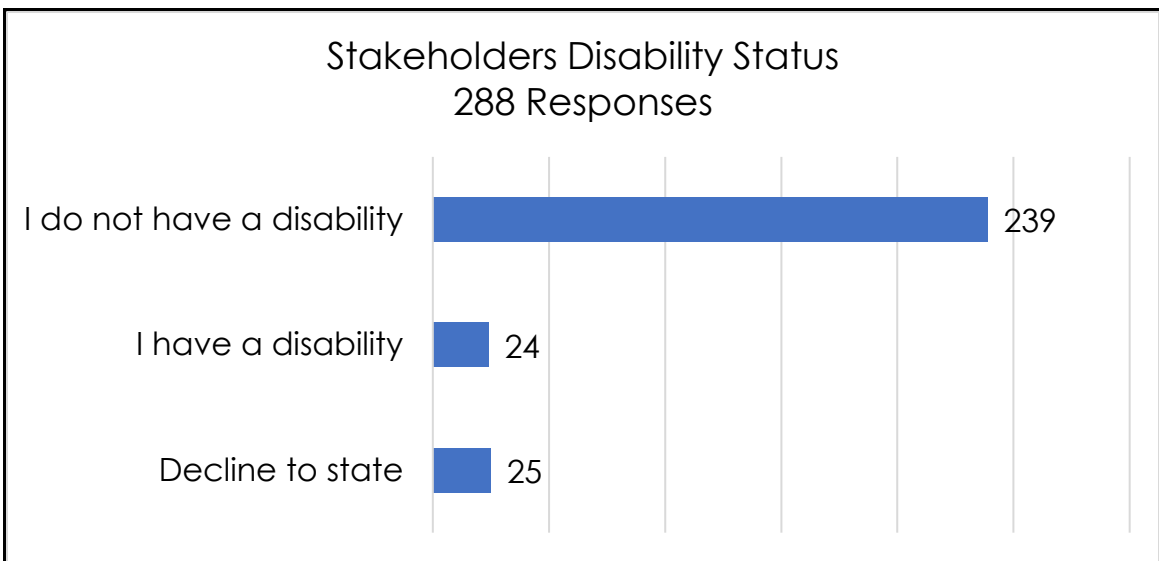
Orientation

Stakeholders' Orientation



Disability Status

Stakeholders' Disability Status





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SOLID@dca.ca.gov



Structural Pest Control Board DEI Supplement Session

Objectives Worksheet

Planning Session:

06/06/2024



Instructions

As we get ready for the Diversion, Equity, and Inclusion (DEI) Supplement Session, take a moment to think about what you would like to see the Board work on over the next few years.

Consider the following:

- DEI Supplement Environmental Scan Report
- Items outlined in Sunset Review

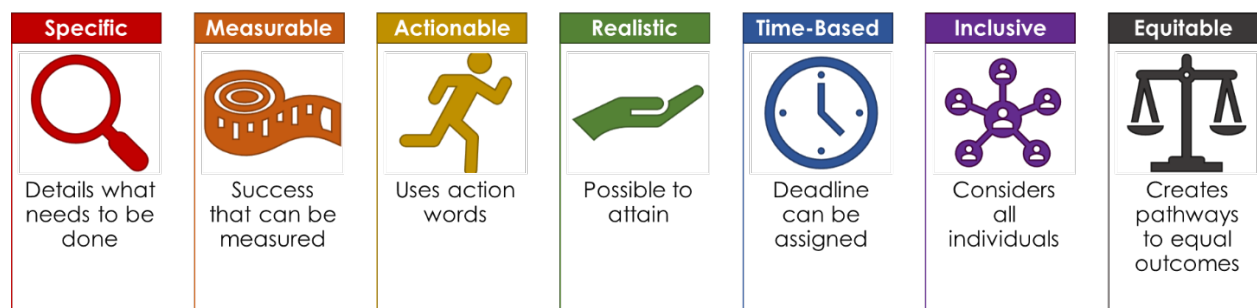
Determine Issues/Areas for Improvement and Brainstorm Solutions

What issues/areas for improvements come to mind for the following strategic goal areas? Record issues/areas for improvement and identify solutions on the attached worksheets.

1. Licensing, Examinations, and Continuing Education
2. Enforcement
3. Legislation, Regulations, and Policy
4. Outreach and Communication
5. Organizational Effectiveness

SMARTIE Methodology

For more effective objectives, consider the SMARTIE methodology when coming up with solutions to issues/areas for improvement:



Goal 1: Licensing, Examinations, and Continuing Education

Copy and paste goal area definition.

After reading the DEI Supplement Environmental Scan report, is there anything you believe the Board should address in relation to the goal area of Licensing, Examinations, and Continuing Education?

List topics and any discussion points below in preparation for the DEI Supplement Session.

Goal 2: Enforcement

Copy and paste goal area definition.

After reading the DEI Supplement Environmental Scan report, is there anything you believe the Board should address in relation to the goal area of Enforcement?

List topics and any discussion points below in preparation for the DEI Supplement Session.

Goal 3: Legislation, Regulations, and Policy

Copy and paste goal area definition.

After reading the DEI Supplement Environmental Scan report, is there anything you believe the Board should address in relation to the goal area of Legislation, Regulations, and Policy?

List topics and any discussion points below in preparation for the DEI Supplement Session.

Goal 4: Outreach and Communication

Copy and paste goal area definition.

After reading the DEI Supplement Environmental Scan report, is there anything you believe the Board should address in relation to the goal area of Outreach and Communication?

List topics and any discussion points below in preparation for the DEI Supplement Session.

Goal 5: Organizational Effectiveness

Copy and paste goal area definition.

After reading the DEI Supplement Environmental Scan report, is there anything you believe the Board should address in relation to the goal area of Organizational Effectiveness?

List topics and any discussion points below in preparation for the DEI Supplement Session.
