



# STRUCTURAL PEST CONTROL BOARD BOARD MEETING

**February 25, 2026**

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







**Board Members**

Scott Mendenhall, President  
Kyle Finley, Vice President  
Mark Paxson  
John Tengan

**STRUCTURAL PEST CONTROL BOARD  
MEETING NOTICE AND AGENDA**

**February 25, 2026**

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

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

*Discussion and action may be taken on any item on the agenda. The time and order of agenda items are subject to change at the discretion of the Board President and may be taken out of order. In accordance with the Bagley-Keene Open Meeting Act, all meetings of the Board are open to the public.*

**AGENDA**

1. Roll Call / Establishment of Quorum
2. Flag Salute / Pledge of Allegiance
3. Petition for Reinstatement  
Douglas C. Bray – RA 49500, Branch 2 and 3

**Closed Session**

4. 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.
5. Pursuant to Government Code section 11126(a)(1) the Board will conduct the annual performance evaluation and consider the salary of its Executive Officer.

## Return to Open Session

6. Discussion and Possible Approval of the October 1, 2025, Board Meeting Minutes
7. California Department of Pesticide Regulation Update
8. Executive Officer's Report
  - a. Budget Update
  - b. Pending Regulations Update – Amend Sections 1940, 1940.1, 1941, and 1942 of Title 16 of the California Code of Regulations (Examinations)
  - c. Sunset Review
  - d. New Wood Destroying Organisms Reporting System in Connect
  - e. Board Staffing Update
9. Licensing Update
10. Enforcement Update
11. Board Outreach Efforts and Public Communication/Engagement Update
12. 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).)*
13. Future Agenda Items
14. Adjournment

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This meeting will be Webcast, provided there are no unforeseen technical difficulties or limitations. To view the Webcast: <https://thedcapage.wordpress.com/webcasts/>. Additionally, the meeting may be cancelled without notice. For verification, please check the Board's website at [www.pestboard.ca.gov](http://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 their 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 persons with disabilities. A person who needs a disability-related accommodation or modification to participate in the meeting or has any questions may submit a request to the Board. Please submit the request at least five (5) business days before the meeting to ensure availability of the requested accommodation.

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**AGENDA ITEM 6**  
**DISCUSSION AND POSSIBLE**  
**APPROVAL OF THE OCTOBER 1, 2025,**  
**BOARD MEETING MINUTES**



**Structural Pest Control Board**  
**Meeting Minutes**  
October 1, 2025

**Physical Meeting Location**

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

**Tele/Videoconference Location**

KMG Psychiatry  
765 3<sup>rd</sup> Avenue, Suite 100  
Chula Vista, CA 91910

**The meeting was also available via Webex.**

**Board Members Present:**

Kyle Finley, Board Vice President  
Scott Mendenhall  
Mark Paxson  
John Tengan

**Board Members Absent:**

Ankur Bindal

**Board Staff Present:**

Sophia Azar, Executive Officer  
Melissa Zanetta, Assistant Executive Officer  
Melissa Sowers-Roberts, Disciplinary Specialist  
Kristina Jackson-Duran, Administrative Analyst  
Hollie Glassner, Lead, Enforcement Analyst

**Departmental Staff Present:**

Sabina Knight, Legal Counsel  
Suzanne Balkis, DCA Budget Office  
Luke Fitzgerald, DCA Budget Office  
Kristy Schieldge, Attorney IV, DCA Legal Affairs  
Navdeep Miller, Attorney III, DCA Legal Affairs  
Amy Welch Gandy, OPES  
Ganesh Kumar, OPES

**Agenda Item 1. Roll Call / Establishment of Quorum**

The Structural Pest Control Board (Board) meeting was called to order by Vice President Finley at 9:11 a.m. Executive Officer (EO) Azar called the roll.

Vice President Finley and Board members Mendenhall, Paxson, and Tengan were present.

A quorum of the Board was established.

**Agenda Item 2. Flag Salute / Pledge of Allegiance**

Vice President Finley led the Board in the Flag Salute and the Pledge of Allegiance.

**Agenda Item 3. Petition for Reinstatement - Juan Noe Romero (OPR 12462, Branch 3)**

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

**Agenda Item 4. Petition for Reinstatement - Joel Rivera (FR 57321, Branch 2)**

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

**Agenda Item 5. Petition for Reinstatement - Jeremy J. Budden (FR 67910, Branch 3 and RA 68243, Branch 2)**

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

**Agenda Item 6.**

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 11:03 a.m. and returned to open session at 12:39 p.m.

**RETURN TO OPEN SESSION**

Vice President Finley requested EO Azar to conduct roll call.

Vice President Finley and Board Members Mendenhall, Paxson, and Tengan were present.

A quorum was re-established.

**Agenda Item 7. Discussion and Possible Approval of the March 12, 2025, Board Meeting Minutes**

Board Member Paxson **moved** to approve the March 12, 2025, meeting minutes. Board Member Tengan **seconded** the motion.

There were no in-person or online public comments.

Vice President Finley requested EO Azar to conduct a roll call vote.

*Motion carried 4-0 by roll call vote.*

**Agenda Item 8. California Department of Pesticide Regulation (DPR) Update**

Beth Boss, Senior Environmental Scientist, DPR, provided updates on the following:

- **2025 Structural Regulatory Training (SRT):** Held September 16 – 18 in Dublin, CA, with 79 County Agriculture Commissioner (CAC) staff representing 36 counties. The next SRT will be in Southern California in 2026.

- **Enforcement Letters:**

- June 2025 – Enforcement Letter 25-08: Overview of new sulfuryl fluoride labels (Vikane & Zythor) and the new site-specific fumigation log requirement. Included an option interim form for documentation.
- July 2025 - Enforcement Letter 25-09: Outlined the Disciplinary Review Committees' decision regarding Mr. Reyes Castrellon, R & C Fume Inc., and the appeal of a civil penalty issued by the Fresno County Agricultural Commissioner's Office.

- **Personnel update:** Effective April of 2025, Leia Bailey was appointed Chief Deputy Director of DPR, following her service as Deputy Director of Communications and Outreach since 2021.

Vice President Finley opened the floor to public comment.

**Public comment (In-Person, DCA Hearing Room)**

Jim Steed noted that DPR's proposed changes to rodenticide use included an educational component and requested coordination with the Board to ensure that such education could qualify for continuing education (CE) credit.

Vice President Finley thanked the commenter. No online public comments were received.

**Agenda Item 9a. Discussion and Possible Approval of Research Proposals Recommended by the Research Advisory Panel**

EO Azar presented the Research Advisory Panel's recommendations.

Following the March meeting, staff issued a Request for Proposal (RFP), receiving five submissions. Panel members scored and evaluated each using the criteria outlined in the RFP. The RAP recommended the Board endorse the top four proposals:

1. Rodenticide Exposure Coyotes (Quinn)
2. RNAi Solutions, Argentine Ants (Tsutsui)
3. German Cockroaches (Lee)
4. Drywood Termites (Choe)

The RAP also recommended authorizing the EO to make any non-substantive changes necessary to finalize contracting.

Board Member Paxton **moved** to approve the RAP recommendations; Board Member Tengan **seconded**.

**Public Comment (WebEx):**



Neil Tsutsui (UC Berkeley) thanked the Board and staff for supporting research addressing key gaps in California structural pest control.

Vice President Finley restated the motion for clarity, and Legal Counsel Sabina Knight confirmed approval from both Paxon and Tengan.

EO Azar noted that the next proposal review will occur around 2030.

*Motion carried 4-0 by roll call vote.*

**Agenda Item 10. Discussion and Possible Action to Reconsider Previously Approved Text, and to Consider Initiation of a Rulemaking to Amend Regulations at Section 1940.1, 1941, and 1942 of Title 16 of the California Code of Regulations (Examinations)**

EO Azar explained that this agenda item concerns formalizing the Board's examination requirements to align with Business and Professions Code sections 8525 and 8560, and to incorporate federal EPA Core Standards (40 CFR Part 171).

The proposed amendments establish minimum standards for the Board's applicator, field representative, and operator exams, ensuring consistency and transparency. The updated language replaces the draft approved in August 2024, which was delayed to prioritize the Fee Increase rulemaking.

Kristy Schieldge and Navdeep Miller, DCA Legal Counsel, presented the proposed text.

Vice President Finley opened the floor for any questions.

Board Member Paxon inquired about incorporation by reference of federal regulations. Ms. Schieldge clarified that the Office of Administrative Law (OAL) now requires agencies to specify a publication date to ensure version control.

Board Member Paxon moved to rescind the motion passed at the Board's March 2025 board meeting regarding this item, approve the proposed regulatory text in Attachments A through I, and direct staff to submit the text to the Director of the Department of Consumer Affairs and the Business, Consumer Services, and Housing Agency for review. If the Board does not receive any objections or adverse recommendations specifically directed at the proposed action or to the procedures followed by the Board in proposing or adopting this action, authorize the Executive Officer to take all steps necessary to initiate the rulemaking process, make any non-substantive changes to the package, and set the matter for a hearing if requested. If no objections or adverse recommendations are received during the 45-day comment period and no hearing is requested, authorize the Executive Office to take all steps necessary to complete the rulemaking and adopt the proposed regulations at 16 CCR sections 1940, 194001, 1941, and 1942, as noticed.

Vice President Finley seconded.

No public comments were received.

*Motion carried 4-0 by roll call vote.*

**Agenda Item 11. Office of Professional Examination Services' Presentation and Recommendation for Changes to the Board's Examination Development Process**

Amy Welch Gandy, MA, Chief, and Ganesh Kumar, MA, Research Data Analyst II, from the Office of Professional Examination Services (OPES), presented OPES recommendations for updating the Board's examination structure and scoring methods.

**Summary of Recommendations**

**1. Reduction in Examination Items**

- Reduce the number of scorable items on the Branch 2 Field Representative and Operator examinations from 150 to 125.
- Add 15 *pretest* items to allow for statistical evaluation of new questions before they become operational.
- Implement these changes with the release of new examination forms, anticipated in November or December 2025.

**2. Change in Passing Score Methodology**

- Transition from a fixed 70 percent passing score (set in statute) to a criterion-referenced methodology.
- Utilize the Angoff method, which incorporates subject matter expert (SME) judgments, statistical analyses, and historical pass rate data to determine the passing standard for each examination form.
- This approach allows the passing score to vary depending on the overall difficulty of a given form, ensuring fairness and alignment with minimum competence standards.
- Nearly all DCA boards and bureaus have already adopted this methodology, with OPES providing technical support for regulatory and statutory updates.

Board Members Mendenhall, Finley, and Tengan requested further clarification on SME participation and statistical methods. OPES representatives explained the validation process.

**Public comment (In-Person at DCA Hearing Room)**

Jim Steed expressed appreciation for examination improvements but requested additional discussion to ensure industry understanding.

Board Member Paxon moved to approve OPES' recommendation to reduce the number of scorable items on the Branch 2 Field Representative and Operator examinations from 150 to 125, add 15 pretest items to each examination form, and maintain the current 2.5-hour testing time. These changes shall be implemented with

the release of new examination forms developed from the updated occupational analysis dated July 2025.

Board Member Mendenhall seconded.

No further public comments were received.

*Motion carried 4-0 by roll call vote.*

Board member Paxon requested staff and OPES provide further clarification on the scoring-methodology (item 11b) at a future meeting.

### **Agenda Item 12. Executive Officer's Report**

- a. EO Azar introduced Luke Fitzgerald and Suzanne Balkis from the DCA Budget Office, who presented an update on the Board's Support, Education and Enforcement, and Research Funds.
- b. Legislation – No bills directly affecting the Board; several DCA-wide measures may have indirect impacts.
- c. Staffing Update:
  - o Melissa Zanetta appointed Assistant Executive Officer (AEO) effective July 1, 2025.
  - o Kathleen Boyle appointed Enforcement Policy Liaison effective September 1, 2025, a new position focusing on collaboration with CACs, DPR, and external partners.

Vice President Finley confirmed that the Enforcement Policy Liaison is a new role and asked about recruitment. EO Azar stated the position is open competitively, with interviews scheduled for the week of October 6, 2025.

No public comments were received.

### **Agenda Item 13. Licensing Update**

AEO Zanetta presented the Licensing Statistics Report, noting stable pass/fail rates and licensing volumes.

#### **Licensing Satisfaction Survey (Jan 1–Jun 30, 2025):**

122 responses; 92% "Very Satisfied" or "Satisfied."

#### **Connect Implementation:**

- 84% adoption rate among licensees.
- Major core update completed in August 2025.
- Rollout of the **new WDO reporting system** scheduled for **October 22, 2025**.
- Weekly virtual townhalls begin **October 7 – November 2025** to assist licensees;

recordings will be available online.

Licensees were reminded to ensure current email addresses are updated in the existing WDO system.

Vice President Finley inquired about transition challenges; AEO Zanetta reported minimal issues aside from some users accessing Connect via cellphones rather than desktops.

Vice President Finley asked if there has been any specific hurdle that the licensing department have seen in transitioning the licensees to the new Connect system.

Board Member Mendenhall asked if the townhall meetings regarding the new WDO system will be available online for those that have scheduling issues. AEO Zanetta confirmed that the townhall meetings will be recorded and posted online for those that have scheduling conflicts. The townhalls will be covering the questions that have been posed each week. EO Azar explained that AEO Zanetta has been working on training all staff to be ready to answer any questions from licensees during this transition.

**Public Comment (In-Person):**

Jim Steed commended staff for the clear rollout materials and ongoing support during the transition.

No online comments were received.

**Agenda Item 14. Enforcement Update**

Hollie Glassner, Lead Enforcement Analyst, provided the Enforcement Statistics Report, noting stable caseloads.

Beginning July 2025, enforcement assumed responsibility for insurance and surety-bond lapse investigations. The online Consumer Complaint Form launched in August 2025, improving documentation and routing of non-jurisdictional complaints.

Board Member Paxson noted a reporting discrepancy on Attorney General case totals, which staff confirmed was a summation error; the correct figure is 39 cases pending at fiscal year-end.

No public comments were received.

**Agenda Item 15. Outreach and Communications Update**

Kristina Jackson-Duran, Administrative Analyst, provided the update.

- **ListServ:** +32 subscribers (872 total; 3.8% increase).
- **Social media:** Continued growth across all platforms.
- **SPIN Newsletter (May 2025):** Focused on renewals, CE guidance, and new online licensing access.
- **Outreach:** Staff presented at the 34th UCR Urban Pest Management



Conference, CAPMA district meetings, and San Diego HOA Townhalls.

Vice President Finley asked about Listserv goals. Ms. Jackson-Duran explained it serves as the general distribution list for both licensees and the public, with segmented messaging for specific groups. EO Azar added that outreach efforts align with the Board's strategic plan.

No public comments were received.

**Agenda Item 16. Public Comment for Items Not on the Agenda**

Vice President Finley opened the floor for public comment. No in-person or online comments were received.

**Agenda Item 17. Future Agenda Items**

Vice President Finley invited suggestions for future agenda items and discussed the continued use of hybrid (in-person and virtual) meetings. EO Azar confirmed both formats are permissible and cost-effective.

No public comments were received.

**Agenda Item 18. Annual Election of Board President and Vice President**

DCA Legal Counsel Sabina Knight outlined the election procedure.

**Vice President Election:**

Board Member Tengan nominated himself; motion failed for lack of a second.

Board Member Paxson nominated Kyle Finley; Board Member Mendenhall seconded.

No public comments.

*Motion to elect Board Member Finley as Vice President carried 4-0 by roll call vote.*

**President Election:**

Vice President Finley nominated Board Member Mendenhall; Board Member Paxson seconded.

No public comments.

*Motion to elect Board Member Mendenhall as President carried 4-0 by a roll call vote.*

**Agenda Item 19. Adjournment**

Vice President Finley adjourned the meeting at 3:00 p.m.



## AGENDA ITEM 8

### EXECUTIVE OFFICER'S REPORT

# MEMORANDUM

<b>DATE</b>	February 25, 2026
<b>TO</b>	Members of the Structural Pest Control Board
<b>FROM</b>	Sophia Azar, Executive Officer Structural Pest Control Board
<b>SUBJECT</b>	<b>Agenda Item #8: Executive Officer's Report</b>

## **a. Budget Update**

The Support Fund ended fiscal month 6 (December 2025) with revenues of approximately 3.2 million and is projected to collect approximately 6.5 million by the end of the fiscal year. Expenditures through fiscal month 6 totaled about 3 million, with projected expenditures of approximately 6.4 million for the fiscal year.

Reports for all three of the Board's funds are attached (Attachments 1-3). In addition, the Budget Office will provide a presentation at the meeting covering the Support, Education and Enforcement, and Research Funds. Kaila Van Lindt will be present to walk through the budget in detail for each fund.

## **b. Pending Regulations Update**

The Examinations regulatory package that the Board voted on at the October 2025 was approved by Legal and submitted to the Executive Office and Agency on December 19, 2025. Once we receive approval from Agency, we will publish with the Office of Administrative Law for the public comment period.

## **c. Sunset Review**

For the benefit of the Board members who are newer to the Board or who may not have previously participated in a sunset review, the following is a brief overview of the process. Under California's "sunset" laws, boards and bureaus are periodically reviewed by the Legislature to determine whether they should continue to exist. As part of this process, the Board must submit a comprehensive Sunset Report to the Legislature evaluating its programs, operations, enforcement activities, and finances, and demonstrating the continued need for the Board. The sunset review also provides a formal opportunity for the Board to recommend statutory changes intended to improve program effectiveness, efficiency, and consumer protection.

The Board is currently scheduled to sunset on January 1, 2028. I have begun early preparation of the Board's Sunset Report to the Legislature, which is due in December 2026. While the report will ultimately request an extension of the Board's sunset date, it also represents the Board's primary opportunity to propose statutory changes for legislative consideration.

Many of the concepts anticipated for inclusion in the Sunset Report reflect issues and policy discussions raised by the Board over the past several years. Key areas of focus include a comprehensive review of the Board's fee structure and long-term revenue model. Staff have begun preliminary research and analysis in this area, including evaluating options to reduce the Board's heavy reliance on WDO related fees, which currently account for approximately 85% of total revenue. Potential options under review include alternative renewal cycles (such as annual or biennial renewals), evaluating statutory fee caps to better align with current program costs and comparable states, and considering whether company registrations should transition from a one-time registration to a recurring renewal structure consistent with other license types.

Staff are also evaluating whether the Board's existing fine ranges remain adequate to support current enforcement needs. Given that the Department of Pesticide Regulation recently updated its fine schedules, the sunset process provides an appropriate opportunity to assess whether the Board's fine ranges should be modernized and better aligned with current enforcement practices.

Following submission of the Sunset Report, joint legislative sunset hearings are anticipated in spring 2027, with legislation potentially introduced during the 2027 legislative session to extend the Board's sunset date to January 1, 2032. Any statutory changes approved through the legislative process and signed by the Governor would not take effect until 2028.

#### **d. New Wood Destroying Organisms Reporting System in Connect**

Outreach was a cornerstone of the successful transition to the new Wood Destroying Organism (WDO) Reporting System, which officially launched on November 18, 2025. Our team implemented a comprehensive communication and support plan to ensure stakeholders were informed, prepared, and supported throughout the transition. This included targeted email campaigns, website updates, and direct engagement with industry partners and licensees. In addition to broad communications, we conducted one-on-one sessions with many companies to help them get set up and ensure they understood the new processes. These efforts were designed to minimize disruption and support compliance throughout the transition.

In Fall 2025, leading up to system launch, we amplified our outreach efforts by hosting a series of WDO townhall meetings to provide training on the new system and answer questions. Eight weekly townhalls were held between October 7 and November 24, 2025. Attendance at the townhalls ranged from 81 to 374 participants at each, with a combined total of 1,760 attendees.

The success of these townhalls was the result of significant cross-departmental collaboration and staff effort. The sessions were organized by the DCA SOLID Training and Planning Solutions Unit, the DCA Office of Information Services (OIS), and Kristina



Jackson-Duran (SPCB). Training was provided by Board staff, Ronni O'Flaherty, and the AEO, Melissa Zanetta, and supported by Tom Jurach (OIS) and Sao Saechao (OIS).

**e. Board Staffing Update**

Hollie Glassner was appointed as the Board's Enforcement Manager, effective October 31, 2025. She has been with the Board for about 6.5 years, most recently as the Lead of the Enforcement Unit. Hollie brings strong leadership, excellent communication skills, and a positive, collaborative approach. She is a hands-on manager who works alongside her staff and is known for being highly supportive while maintaining professionalism and accountability. Please join me in congratulating Hollie in her new role.

**Attachments:**

1. Support Fund Expenditures, Revenue and Fund Condition
2. Research Fund Condition
3. Education and Enforcement Fund Condition

Department of Consumer Affairs  
Expenditure Projection Report  
Structural Pest Control Board  
Reporting Structure(s): 11113210 Support  
Fiscal Month: 6  
Fiscal Year: 2025 - 2026  
Run Date: 01/21/2026

PERSONAL SERVICES

Fiscal Code	Line Item	PY Budget	PY FM13	Budget	Current Month	YTD	Encumbrance	YTD + Encumbrance	Projections to Year End	Balance
5100	PERMANENT POSITIONS	\$2,118,000	\$1,964,416	\$2,176,000	\$173,533	\$1,039,624	\$0	\$1,039,624	\$2,120,716	\$55,284
5100	TEMPORARY POSITIONS	\$23,000	\$38,547	\$23,000	\$3,777	\$19,175	\$0	\$19,175	\$46,021	-\$23,021
5105-5108	PER DIEM, OVERTIME, & LUMP SUM	\$9,000	\$2,579	\$9,000	\$100	\$100	\$0	\$100	\$2,800	\$6,200
5150	STAFF BENEFITS	\$992,000	\$1,077,207	\$1,060,000	\$102,228	\$597,787	\$0	\$597,787	\$1,223,316	-\$163,316
	PERSONAL SERVICES	\$3,142,000	\$3,082,749	\$3,268,000	\$279,637	\$1,656,685	\$0	\$1,656,685	\$3,392,853	-\$124,853

OPERATING EXPENSES & EQUIPMENT

Fiscal Code	Line Item	PY Budget	PY FM13	Budget	Current Month	YTD	Encumbrance	YTD + Encumbrance	Projections to Year End	Balance
5301	GENERAL EXPENSE	\$145,000	\$25,802	\$145,000	\$700	\$7,951	\$2,049	\$10,001	\$28,955	\$116,045
5302	PRINTING	\$53,000	\$40,813	\$53,000	\$255	\$947	\$50,358	\$51,305	\$51,305	\$1,695
5304	COMMUNICATIONS	\$40,000	\$6,373	\$30,000	\$1,408	\$3,493	\$0	\$3,493	\$8,696	\$21,304
5306	POSTAGE	\$31,000	\$29,909	\$31,000	\$6,588	\$10,237	\$0	\$10,237	\$36,217	-\$5,217
5308	INSURANCE	\$2,000	\$7,937	\$2,000	\$0	\$4,415	\$0	\$4,415	\$8,830	-\$6,830
53202-204	IN STATE TRAVEL	\$102,000	\$23,184	\$75,000	\$2,321	\$9,769	\$0	\$9,769	\$25,000	\$50,000
5322	TRAINING	\$4,000	\$250	\$4,000	\$0	\$0	\$0	\$0	\$1,000	\$3,000
5324	FACILITIES	\$179,000	\$200,814	\$179,000	\$17,576	\$100,976	\$99,979	\$200,955	\$205,328	-\$26,328
53402-53403	C/P SERVICES (INTERNAL)	\$879,000	\$275,908	\$854,000	\$30,968	\$108,668	\$8,199	\$116,866	\$270,453	\$583,547
53404-53405	C/P SERVICES (EXTERNAL)	\$396,000	\$669,681	\$262,000	\$0	\$103,982	\$358,272	\$462,254	\$484,713	-\$222,713
5342	DEPARTMENT PRORATA	\$1,287,000	\$1,152,025	\$1,300,000	\$327,000	\$981,000	\$0	\$981,000	\$1,300,000	\$0
5342	DEPARTMENTAL SERVICES	\$127,000	\$112,893	\$117,000	\$64	\$13,506	\$0	\$13,506	\$116,486	\$514
5344	CONSOLIDATED DATA CENTERS	\$19,000	\$15,938	\$19,000	\$0	\$0	\$0	\$0	\$16,735	\$2,265
5346	INFORMATION TECHNOLOGY	\$162,000	\$255,813	\$151,000	\$152	\$2,384	\$26,654	\$29,037	\$229,187	-\$78,187
5362-5368	EQUIPMENT	\$5,000	\$11,644	\$1,000	\$2,699	\$6,273	\$3,943	\$10,216	\$15,716	-\$14,716
5390	OTHER ITEMS OF EXPENSE	\$14,000	\$25,248	\$14,000	\$882	\$5,658	\$0	\$5,658	\$27,026	-\$13,026
54	SPECIAL ITEMS OF EXPENSE	\$0	\$3,533	\$0	\$0	\$0	\$0	\$0	\$3,750	-\$3,750
	OPERATING EXPENSES & EQUIPMENT	\$3,445,000	\$2,857,763	\$3,237,000	\$390,613	\$1,359,258	\$549,454	\$1,908,712	\$2,829,397	\$407,603

OVERALL TOTALS	\$6,587,000	\$5,940,511	\$6,505,000	\$670,250	\$3,015,944	\$549,454	\$3,565,398	\$6,222,249	\$282,751
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REIMBURSEMENTS	-\$1,000	-\$36,392	-\$1,000					-\$1,000	
OVERALL NET TOTALS	\$6,586,000	\$5,904,119	\$6,504,000	\$670,250	\$3,015,944	\$549,454	\$3,565,398	\$6,221,249	\$282,751

4.35%

Department of Consumer Affairs  
 Revenue Projection Report

Reporting Structure(s): 11113210 Support  
 Fiscal Month: 6  
 Fiscal Year: 2025 - 2026

Revenue															
Fiscal Code	Line Item	Budget	July	August	September	October	November	December	January	February	March	April	May	June	Year to Date
	Delinquent Fees	\$12,000	\$3,085	\$2,605	\$700	\$360	(\$75)	\$0	\$2,350	\$2,000	\$470	\$295	(\$60)	\$200	\$6,675
	Other Regulatory Fees	\$5,622,000	\$312,064	\$561,630	\$405,374	\$477,437	\$284,787	\$513,670	\$479,927	\$390,556	\$357,814	\$506,651	\$480,472	\$410,335	\$2,554,962
	Other Regulatory License and Permits	\$966,000	\$63,035	\$65,333	\$66,057	\$61,815	\$56,740	\$52,637	\$57,220	\$64,600	\$80,705	\$73,324	\$75,460	\$73,160	\$365,617
	Other Revenue	\$18,000	\$439	\$544	\$1,130	\$25,380	\$3,620	\$197	\$260	\$26,590	\$1,620	\$26,205	\$300	\$26,400	\$31,310
	Renewal Fees	\$360,000	\$65,840	\$3,000	\$56,330	\$111,190	(\$95)	\$0	\$61,550	\$2,020	\$16,510	\$3,530	\$465	\$9,060	\$236,265
	Revenue	\$6,978,000	\$444,463	\$633,112	\$529,591	\$676,182	\$344,978	\$566,503	\$601,307	\$485,766	\$457,119	\$610,005	\$556,637	\$519,155	\$3,194,830

Reimbursements															
Fiscal Code	Line Item	Budget	July	August	September	October	November	December	January	February	March	April	May	June	Year to Date
	Scheduled Reimbursements	\$1,000	\$245	\$0	\$0	\$0	\$0	\$0	\$115	\$100	\$0	\$80	\$80	\$50	\$245
	Unscheduled Reimbursements	\$0	\$2,132	\$1,526	\$32,465	\$1,285	\$1,187	\$940	\$1,000	\$1,000	\$1,500	\$2,000	\$1,500	\$1,000	\$39,534
	Reimbursements	\$1,000	\$2,377	\$1,526	\$32,465	\$1,285	\$1,187	\$940	\$1,115	\$1,100	\$1,500	\$2,080	\$1,580	\$1,050	\$39,779

**0775 - Structural Pest Control Fund**  
**Analysis of Fund Condition**  
**(Dollars in Thousands)**  
**2026-27 Governor's Budget with FM 6 Projections**

Prepared 1.26.2026

	<b>Actuals 2024-25</b>	<b>CY 2025-26</b>	<b>BY 2026-27</b>	<b>BY +1 2027-28</b>
<b>BEGINNING BALANCE</b>				
Prior Year Adjustment	\$ 2,591	\$ 1,635	\$ 1,674	\$ 1,559
Adjusted Beginning Balance	\$ 47	\$ -	\$ -	\$ -
	\$ 2,638	\$ 1,635	\$ 1,674	\$ 1,559
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>				
Revenues				
4121200 - Delinquent fees	\$ 11	\$ 12	\$ 12	\$ 12
4127400 - Renewal fees	\$ 278	\$ 329	\$ 360	\$ 360
4129200 - Other regulatory fees	\$ 4,290	\$ 5,181	\$ 5,622	\$ 5,622
4129400 - Other regulatory licenses and permits	\$ 702	\$ 790	\$ 966	\$ 966
4141200 - Sales of Documents	\$ 1	\$ -	\$ -	\$ -
4143500 - Miscellaneous Services to the Public	\$ 2	\$ 1	\$ 1	\$ 1
4163000 - Income from surplus money investments	\$ 131	\$ 104	\$ 17	\$ 18
4160400 - Sale of Fixed Assets	\$ 4	\$ -	\$ -	\$ -
4171400 - Escheat of unclaimed checks and warrants	\$ 3	\$ 3	\$ -	\$ -
4171500 - Escheat of unclaimed property	\$ 3	\$ 5	\$ -	\$ -
Totals, Revenues	\$ 5,425	\$ 6,425	\$ 6,978	\$ 6,979
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>	\$ 5,425	\$ 6,425	\$ 6,978	\$ 6,979
<b>TOTAL RESOURCES</b>	\$ 8,063	\$ 8,060	\$ 8,652	\$ 8,538
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ 5,905	\$ 6,174	\$ 6,583	\$ 6,780
9892 Supplemental Pension Payments (State Operations)	\$ 24	\$ -	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 499	\$ 435	\$ 510	\$ 510
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ 6,428	\$ 6,609	\$ 7,093	\$ 7,290
<b>FUND BALANCE</b>				
Reserve for economic uncertainties	\$ 1,635	\$ 1,451	\$ 1,559	\$ 1,248
Months in Reserve	3.0	2.5	2.6	2.0

**NOTES:**

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



0168 - Structural Pest Control Research Fund  
Analysis of Fund Condition  
(Dollars in Thousands)  
2026-27 Governor's Budget with FM 6 Projections

Prepared 01.27.2026

	Actuals 2024-25	CY 2025-26	BY 2026-27	BY +1 2027-28
<b>BEGINNING BALANCE</b>	\$ 1,197	\$ 1,425	\$ 1,433	\$ 1,646
Prior Year Adjustment	\$ -1	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 1,196	\$ 1,425	\$ 1,433	\$ 1,646
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>				
Revenues				
4129200 - Other regulatory fees	\$ 168	\$ 164	\$ 164	\$ 164
4163000 - Income from surplus money investments	\$ 61	\$ 48	\$ 52	\$ 27
Totals, Revenues	\$ 229	\$ 212	\$ 216	\$ 191
<b>TOTAL RESOURCES</b>	\$ 1,425	\$ 1,637	\$ 1,649	\$ 1,837
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ -	\$ 204	\$ 3	\$ 3
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ -	\$ 204	\$ 3	\$ 3
<b>FUND BALANCE</b>				
Reserve for economic uncertainties	\$ 1,425	\$ 1,433	\$ 1,646	\$ 1,834
Months in Reserve				

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

**0399 - Structural Pest Control Education and Enforcement Fund**  
**Analysis of Fund Condition**  
**(Dollars in Thousands)**  
**2026-27 Governor's Budget with FM 6 Projections**

Prepared 1.26.2026

	Actuals 2024-25	CY 2025-26	BY 2026-27	BY +1 2027-28
<b>BEGINNING BALANCE</b>				
Prior Year Adjustment	\$ 1,890	\$ 2,128	\$ 2,297	\$ 2,462
Adjusted Beginning Balance	\$ 35	\$ -	\$ -	\$ -
	\$ 1,925	\$ 2,128	\$ 2,297	\$ 2,462
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>				
Revenues				
4129200 - Other regulatory fees	\$ 425	\$ 428	\$ 428	\$ 428
4163000 - Income from surplus money investments	\$ 107	\$ 80	\$ 76	\$ 38
Totals, Revenues	\$ 532	\$ 508	\$ 504	\$ 466
<b>TOTAL RESOURCES</b>	\$ 2,457	\$ 2,636	\$ 2,801	\$ 2,928
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ 314	\$ 314	\$ 314	\$ 314
9892 Supplemental Pension Payments (State Operations)	\$ 2	\$ -	\$ -	\$ -
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 13	\$ 21	\$ 25	\$ 25
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ 329	\$ 335	\$ 339	\$ 339
<b>FUND BALANCE</b>				
Reserve for economic uncertainties	\$ 2,128	\$ 2,301	\$ 2,462	\$ 2,589
Months in Reserve	76.2	81.5	87.2	91.6

**NOTES:**

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



## **AGENDA ITEM 9**

### **LICENSING UPDATE**

# MEMORANDUM

<b>DATE</b>	February 25, 2026
<b>TO</b>	Members of the Structural Pest Control Board
<b>FROM</b>	Melissa Zanetta, Assistant Executive Officer Structural Pest Control Board
<b>SUBJECT</b>	<b>Agenda Item #9: Licensing Update</b>

The Licensing Statistics Report is included in the materials (Attachment 1). Based on the Q1 and 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 74 survey responses from July 1 to December 31, 2025. The survey revealed that 93.2% of respondents were "Very Satisfied" or "Satisfied" with their interactions during the licensing and company registration processes. Additionally, 95.9% of respondents reported being treated with courtesy and respect by staff, 90.3% were satisfied with the time it took to become licensed/registered, and 94.7% found the guidance and assistance provided by the Licensing Unit to be effective. Overall, customer feedback highlights that our licensing staff are professional, responsive, and supportive, with many applicants praising helpful communication, knowledgeable staff, and improvements in online processes. Feedback also points to opportunities for faster response times, clearer instructions for online applications (including document uploads), and continued efforts to streamline processing timelines as we build on recent progress in enhancing the licensing experience.

## Connect Update

We successfully launched the new WDO Reporting System in Connect on November 18, 2025, introducing online credit card deposits and enhanced tools. Since launch, the system has processed 732 credit card transactions, 9,208 activity submittals, and 180,225 activities. Feedback has been largely positive, with users appreciating the convenience of online payments and improved functionality. We will continue rolling out enhancements to improve user experience.

We are actively working on transitioning license renewals into Connect, which will go live for the June 30, 2026, renewal cycle (8,884 renewals). This change will streamline the renewal process and improve the overall user experience.

As part of this transition, anyone renewing in June 2026 will need to:

- Register for an account in Connect (if they have not already done so) and link their licenses to ensure access to the renewal button when it opens in May 2026.
- Complete all required continuing education (CE) hours by June 30, 2026, and have proof of completion ready to upload into the online renewal application, as submission of CE documentation will be required.

### **Exam Modernization Efforts**

We are continuing to explore ways to enhance the exam experience and reduce barriers for candidates, including evaluating options to offer exams in additional languages to improve accessibility. We are also taking a deeper dive into the criterion-referenced passing score method that was discussed at the October 2025 board meeting, examining what this method entails, its pros and cons, and how it compares to current practices. Our review includes studying best practices from other boards, considering legal and consumer protection requirements, and ensuring any potential changes are fair, legally sound, and maintain exam integrity. In addition, we are assessing the resources needed, such as staffing, translation services, technology upgrades, and funding, and how these changes could affect the overall testing experience. Updates will be shared as more information becomes available.

### **Attachments:**

1. Licensing Statistics Report

# LICENSING/EXAMINATIONS STATISTICS REPORT

Fiscal Year 2025/26

	CURRENT FY 2025/26					PREVIOUS FY 2024/25
EXAMINATIONS						
	Q1	Q2	Q3	Q4	YTD	FY 2024/25
Applicators Registered	715	551	0	0	1,266	3,296
Applicators Examined	642	417	0	0	1,059	2,536
Applicators Passed	380	250	0	0	630	1,546
Applicators Failed	262	167	0	0	429	990
Applicators Pass Rate	59%	60%			59%	61%
Field Representatives Registered	1,272	1,087	0	0	2,359	6,661
Field Representatives Examined	1,096	863	0	0	1,959	4,807
Field Representatives Passed	598	496	0	0	1,094	3,076
Field Representatives Failed	498	367	0	0	865	1,731
Field Representatives Pass Rate	55%	57%			56%	64%
Operators Registered	150	137	0	0	287	595
Operators Examined	135	113	0	0	248	513
Operators Passed	56	51	0	0	107	331
Operators Failed	79	62	0	0	141	182
Operator Pass Rate	41%	45%			43%	65%

LICENSING						
	Q1	Q2	Q3	Q4	YTD	FY 2024/25
Applicator Licenses Issued	363	237	0	0	600	1,521
Field Rep Licenses Issued	515	386	0	0	901	2,525
Operator Licenses Issued	50	35	0	0	85	261
Company Registrations Issued	81	61	0	0	142	339
Branch Office Registrations Issued	2	18	0	0	20	76
<b>Total</b>	<b>1,011</b>	<b>737</b>			<b>1,748</b>	<b>4,722</b>

LICENSES RENEWED						
	Q1	Q2	Q3	Q4	YTD	FY 2024/25
Applicator	358	10	0	0	368	860
Field Representative	1,247	34	0	0	1,281	3,407
Operator	373	8	0	0	381	1,169
<b>Total</b>	<b>1,978</b>	<b>52</b>			<b>2,030</b>	<b>5,436</b>

LICENSES/REGISTRATIONS IN EFFECT						
	Q1	Q2	Q3	Q4		FY 2024/25
Applicator	6,908	5,891	0	0		6,574
Field Representative	16,741	15,498	0	0		16,293
Operator	4,422	4,297	0	0		4,276
Company Registration	3,564	3,625	0	0		3,436
Branch Office	508	515	0	0		512



## **AGENDA ITEM 10**

### **ENFORCEMENT UPDATE**



# MEMORANDUM

DATE	February 25, 2026
TO	Members of the Structural Pest Control Board
FROM	Hollie Glassner, Enforcement Manager Structural Pest Control Board
SUBJECT	<b>Agenda Item #10: Enforcement Update</b>

The Enforcement Statistics Report is included in the materials (Attachment 1). The first two quarters of fiscal year (FY) 2025/2026 reflects an increase in consumer complaint volume compared to the previous FY. This increase is attributed in part to the implementation of the online complaint form, which has made the complaint filing process more accessible for consumers.

- **Consumer Complaints**
  - Quarter 1 (Q1): 188 received; 12 referred for further investigation to Specialist/Investigators.
  - Quarter 2 (Q2): 99 received; 15 referred to investigation to Specialist/Investigators.
- **Subsequent Arrest Cases:**
  - Q1: 91 received; 53 referred for further investigation.
  - Q2: 94 received; 60 referred for further investigation.

In November of 2025, Enforcement Analysts worked closely with licensees to facilitate registration and ensure familiarity with the new WDO Connect System. Analysts were trained to support and field calls from Branch 3 companies transitioning into the WDO Connect system, providing guidance and technical assistance to promote compliance and a smooth transition.

During the remaining two quarters of FY 2025/2026, the Enforcement Unit will conduct internal reviews and audits of several operational areas, including:

- An audit of the Citation and Fine desk
- A review of the desk investigation process

## Attachments:

1. Enforcement Statistics Report

ENFORCEMENT STATISTICS REPORT  
February 25, 2026

	CURRENT FY 2025/26					
	Q1	Q2	Q3	Q4	YTD	FY 2024/25
COMPLAINT INTAKE						
Complaints Received	188	99	0	0	287	511
Convictions/Arrest Received	91	94	0	0	185	425
Total Complaints Received	279	193	0	0	472	936
INVESTIGATIONS CLOSED						
Target: 180 days						
Volume	245	103	0	0	348	715
Average Days to Close	115	80	0	0	49	97
ATTORNEY GENERAL (AG) CASES						
Target: 540 days						
Accusations Filed	4	5	0	0	9	12
Pending	31	22	0	0	22	17
Closed	3	6	0	0	9	20
Average Days to Close	159	174	0	0	83	300
CITATIONS						
Citations Issued	66	1	0	0	67	70
Average Days to Issue	16	19	0	0	9	113
FINANCIAL PENALTIES AND CONSUMER RESULTIONS						
Board Fines Issued	\$76,200	\$1,000	\$0	\$0	\$77,200	\$75,750
County Fines Issued	\$21,945	\$19,575	\$0	\$0	\$41,520	\$116,377
Consumer Refunds/Rework	\$68,646	\$39,232	\$0	\$0	\$107,877	\$641,460
Total	\$166,791	\$59,807	\$0	\$0	\$226,597	\$833,587

WOOD DESTROYING ORGANISMS (WDO) ACTIVITY			
	Current FY 2025/26		Previous FY 2024/25
FM1 (July)	78,500	-13%	90,000
FM2 (August)	88,000	-1%	89,000
FM3 (September)	93,799	14%	82,000
FM4 (October)	60,864	-40%	102,000
FM5 (November)	76,963	-16%	92,100
FM6 (December)	103,207	38%	75,000
FM7 (January)			77,500
FM8 (February)			68,400
FM9 (March)			91,000
FM10 (April)			90,500
FM11 (May)			93,500
FM12 (June)			95,000
	501,333		1,046,000



## **AGENDA ITEM 11**

### **BOARD OUTREACH EFFORTS AND PUBLIC COMMUNICATION ENGAGEMENT/UPDATE**

# MEMORANDUM

<b>DATE</b>	February 25, 2026
<b>TO</b>	Members of the Structural Pest Control Board
<b>FROM</b>	Kristina Jackson-Duran, Administrative Analyst Structural Pest Control Board
<b>SUBJECT</b>	<b>Agenda Item #11: Board Outreach Efforts and Public Communication/Engagement Update</b>

## **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 2025, the Board's general ListServ email has gained 31 new subscribers, bringing the total to 872 a 3.6% increase. Staff continue 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:

- Go Live – WDO Reporting
- WDO Townhall Notice
- Latino Heritage Month

## **SPIN Newsletter**

Over the past several months, efforts towards the newsletter have been temporarily paused due to the launch of the new WDO reporting system. Since May 2025, staff have been fully engaged in supporting licensees as they transition to the new platform, addressing questions, troubleshooting issues, and ensuring a smooth adoption process. The newsletter committee will be reconvening and plans to publish a new issue in May 2026, featuring content centered on renewals as they transition to processing in Connect.

### **Live Events/Speaking Engagements** (July 2025 – January 2026)

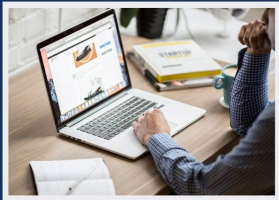

- *CAPMA PestEd North Series (Carmichael, CA) – January 15, 2026*  
Enforcement Policy Liaison, Kathleen Boyle provided a presentation related to WDO, Renewals, and Fees.
- *CAPMA PestEd South Series (Montebello, CA) – January 13, 2026*  
Special Investigator, Jeff Marang provided an update regarding WDO, Renewals, and Fees.
- *Structural Fumigation Enforcement Program (Virtual Meeting) – November 25, 2025*  
Enforcement Policy Liaison, Kathleen Boyle provided an update on the Fume Log, Occupants Fumigation Notice, Worker's Compensation Insurance, and WDO Connect.
- *Contra Costa Ag Pesticide Use Enforcement (Contra Costa, CA) – November 20, 2025*  
Special Investigator, Jeff Marang provided an update regarding Section 1970.4 -1970.43 along with structural investigative work.
- *CAPEG Deputy Group Meeting (Virtual) – October 23, 2025*  
Enforcement Policy Liaison, Kathleen Boyle provided an update on a broad scope of topics about the Board.
- *Assistant Commissioner & Sealers Association Conference (In-Person) – October 10, 2025*  
Enforcement Policy Liaison, Kathleen Boyle provided an update on the Fume Log and Occupant Fumigation Notice.
- *UCR Fumigation School (Riverside, CA) – October 8-9, 2025*  
Enforcement Policy Liaison, Kathleen Boyle provided an update on the Fume Log and Occupant Fumigation Notice and WDO Connect.
- *Structural Regulatory Training (Dublin, CA) – September 16-18, 2025*  
Enforcement Policy Liaison, Kathleen Boyle spoke about the licensing process and provided a regulatory update which contained investigative resources.
- *San Joaquin Valley Pesticide Enforcement Deputy Meeting (Virtual) – September 3, 2025*  
Enforcement Policy Liaison, Kathleen Boyle provided an update on the Fume Log and Occupant Fumigation Notice.
- *Southern CA Pesticide Enforcement Deputy meeting (Virtual) – September 3, 2025*  
Enforcement Policy Liaison, Kathleen Boyle provided an update on the Fume Log and Occupant Fumigation Notice.
- *Structural Fumigation Enforcement Program (Virtual) – September 2, 2025*  
Enforcement Policy Liaison, Kathleen Boyle provided an update regarding Board Fees, Fume Log options.
- *CAPEG Deputy Group Meeting (Virtual) – July 17, 2025*  
Enforcement Policy Liaison, Kathleen Boyle provided an update on a broad scope of topics about the Board and Fume Log options.


### **Attachment(s)**

1. Social Media Account and Content Statistics

# Structural Pest Control Board – Content Performance

August 25, 2025 – January 9, 2026

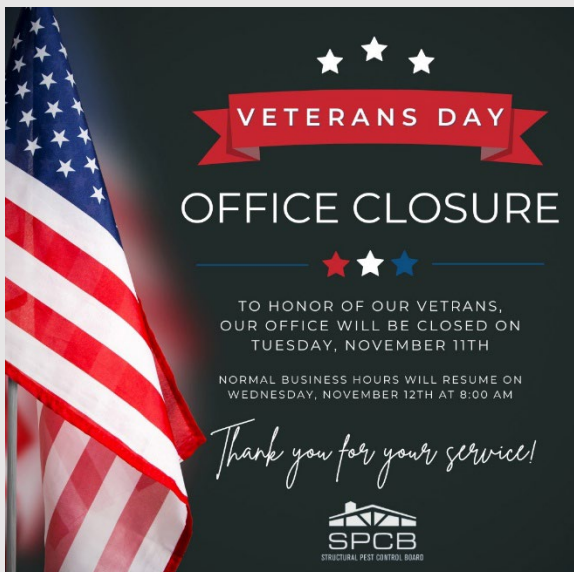
Date Posted	Post Topic	Target Audience					
1/9/2026	Exam Development	Licensees					
<div><div></div><div><div>WANT TO EARN FREE CE HOURS?</div><div><div>1.</div><div>2.</div><div>3.</div></div><div><div>Click the link in caption</div><div>Complete the entire survey</div><div>Receive CE hours via email (within 6 weeks)</div></div><div>pestboard.ca.gov</div></div></div>		<p>Attention Branch 3 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, 2026.</p> <p>Field Representative Branch 3 Occupational Analysis Link <a href="https://www.surveymonkey.com/r/FR3OASudy">https://www.surveymonkey.com/r/FR3OASudy</a></p> <p>Operator Branch 3 Occupational Analysis Link <a href="https://www.surveymonkey.com/r/OPR3OASudy">https://www.surveymonkey.com/r/OPR3OASudy</a></p>					
Performance							
Meta (Facebook & Instagram)				X (Formerly Twitter)			
Views	166	Follows	0	Impressions	--	Likes	--
Interactions	8	Shares	2	Engagements	--	Reposts	--
Link Clicks	1	Saves	2	Link Clicks	--	Comments	--

Date Posted	Post Topic	Target Audience					
11/27/2025	Office Closure	Licensees					
		<p>Happy Thanksgiving!</p> <p>Our office will be closed on Thursday, November 27th and Friday, November 28th so our team can enjoy the holiday with loved ones. We'll reopen with normal hours on Monday, December 1st.</p> <p>Wishing you a warm, joyful holiday weekend filled with gratitude and celebration!</p>					
Performance							
Meta (Facebook & Instagram)		X (Formally Twitter)					
Views	162	Follows	0	Impressions	7	Likes	1
Interactions	1	Shares	0	Engagements	1	Reposts	0
Link Clicks	--	Saves	0	Link Clicks	--	Comments	0

# Structural Pest Control Board – Content Performance

August 25, 2025 – January 9, 2026


Date Posted	Post Topic	Target Audience					
11/18/2025	WDO Reporting	Licensees					
<div><div><div>LIVE NOW</div><div>NEW WDO REPORTING SYSTEM</div><div><div><div>• Add Funds via Credit Card</div><div>• Manage WDO Reporting</div><div>• Search &amp; Export Data Easier</div></div><div><div><div><div><div><div><div></div><div>Log In</div><div></div></div><div><div><div>Log In</div><div>Remember Me</div><div>Forgot Password</div></div><div><div>Log In</div><div>Remember Me</div><div>Forgot Password</div></div></div></div><div><div>Consumer Watchdog</div></div></div></div></div></div><div><p>We are pleased to announce that the WDO Reporting System in Connect is now live as of November 18, 2025!!</p><p>If you need help or have questions, please join our townhall TODAY at 2pm! Information to join the townhall can be found in our bio (IG only) or on our website at:</p><p><a href="https://pestboard.ca.gov/howdoi/wdo.shtml">https://pestboard.ca.gov/howdoi/wdo.shtml</a></p></div></div></div></div>							
Performance							
Meta (Facebook & Instagram)				X (Formerly Twitter)			
Views	362	Follows	0	Impressions	20	Likes	1
Interactions	9	Shares	1	Engagements	1	Reposts	0
Link Clicks	2	Saves	0	Link Clicks	0	Comments	0

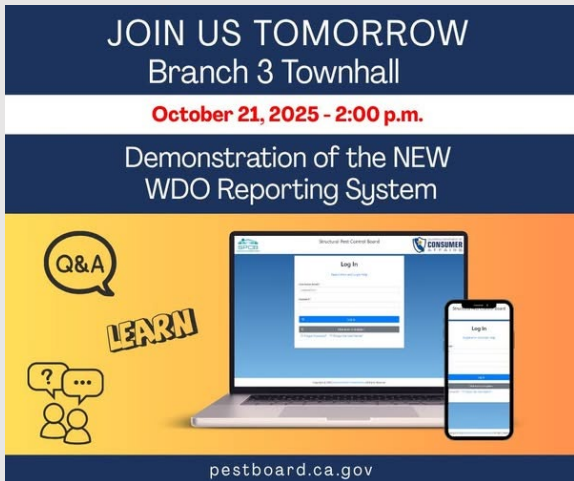
Date Posted	Post Topic	Target Audience					
11/11/2025	Office Closure	Consumers & Licensees					
		Our office will be closed November 11th to honor our Veterans. Normal business hours will resume on November 12th.					
Performance							
Meta (Facebook & Instagram)		X (Formerly Twitter)					
Views	165	Follows	0	Impressions	--	Likes	--
Interactions	2	Shares	0	Engagements	--	Reposts	--
Link Clicks	1	Saves	0	Link Clicks	--	Comments	--



# Structural Pest Control Board – Content Performance

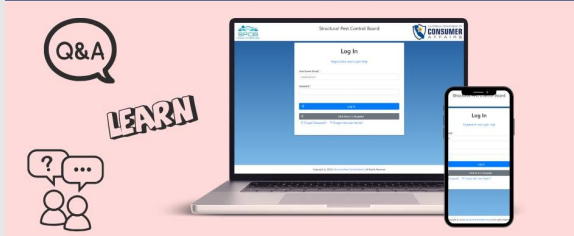
August 25, 2025 – January 9, 2026


Date Posted		Post Topic		Target Audience			
11/10/2025		WDO Reporting		Licensees			
				<p>Branch 3 Licensees!! Join us WEDNESDAY for a demonstration of the new WDO Reporting System. We will also have an opportunity for a Q&amp;A session.</p> <p>Date: November 12, 2025 Time: 2:00 p.m. Location: Online (link below) <a href="#">WDO Townhall Link</a></p>			
Performance							
Meta (Facebook & Instagram)				X (Formally Twitter)			
Views	207	Follows	0	Impressions	13	Likes	1
Interactions	5	Shares	0	Engagements	2	Reposts	0
Link Clicks	1	Saves	0	Link Clicks	1	Comments	0

Date Posted		Post Topic		Target Audience			
10/20/2025		WDO Reporting		Licensees			
				<p>Branch 3 Licensees!! Join us tomorrow for a demonstration of the new WDO Reporting System. We will also have an opportunity for a Q&amp;A session.</p> <p>Date: October 21, 2025 Time: 2:00 p.m. Location: Online (link below) <a href="#">WDO Townhall Link</a></p>			
Performance							
Meta (Facebook & Instagram)				X (Formally Twitter)			
Views	474	Follows	0	Impressions	25	Likes	0
Interactions	7	Shares	1	Engagements	2	Reposts	0
Link Clicks	2	Saves	0	Link Clicks	0	Comments	0

# Structural Pest Control Board – Content Performance

August 25, 2025 – January 9, 2026


Date Posted	Post Topic	Target Audience					
10/13/2025	WDO Reporting	Licensees					
<div><div>JOIN US TOMORROW</div><div>Branch 3 Townhall</div><div>October 14, 2025 - 2:00 p.m.</div><div>Demonstration of the NEW WDO Reporting System</div><div></div><div>pestboard.ca.gov</div></div>		<p>Branch 3 Licensees!! Join us tomorrow for a demonstration of the new WDO Reporting System. We will also have an opportunity for a Q&amp;A session.</p> <p>Date: October 14, 2025 Time: 2:00 p.m. Location: Online (link below) <a href="#">WDO Townhall Link</a></p>					
Performance							
Meta (Facebook & Instagram)				X (Formally Twitter)			
Views	250	Follows	0	Impressions	17	Likes	0
Interactions	3	Shares	0	Engagements	3	Reposts	0
Link Clicks	2	Saves	0	Link Clicks	1	Comments	0

Date Posted	Post Topic	Target Audience					
10/9/2025	Latino Heritage Month	Consumers & Licensees					
		<p>"Joy, love, hardships, triumphs, sacrifice, and traditions." DCA board and bureau leaders share what <a href="#">#LatinoHeritageMonth</a> means to them.</p> <p>Shared post from DCA highlighting Sophia for Latino Heritage Month.</p>					
Performance							
Meta (Facebook & Instagram)				X (Formally Twitter)			
Views	145	Follows	0	Impressions	--	Likes	--
Interactions	2	Shares	0	Engagements	--	Reposts	--
Link Clicks	--	Saves	0	Profile Visits	--	Comments	--

# Structural Pest Control Board – Content Performance

August 25, 2025 – January 9, 2026

Date Posted	Post Topic	Target Audience					
10/6/2025	WDO Reporting	Licensees					
<div><div>JOIN US TOMORROW</div><div>Branch 3 Townhall</div><div>October 7, 2025 - 2:00 p.m.</div><div>Demonstration of the NEW WDO Reporting System</div><div><div><div>Q&amp;A</div><div>LEARN</div><div><div>?</div><div>...</div></div><div><div>?</div><div>...</div></div></div><div><div>pestboard.ca.gov</div></div></div></div>		<div>Branch 3 Licensees!! Join us tomorrow for a demonstration of the new WDO Reporting System. We will also have an opportunity for a Q&amp;A session.</div> <div>Date: October 7, 2025</div> <div>Time: 2:00 p.m.</div> <div>Location: Online (link below) <a href="#">WDO Townhall Link</a></div>					
Performance							
Meta (Facebook & Instagram)				X (Formally Twitter)			
Views	397	Follows	0	Impressions	18	Likes	0
Interactions	4	Shares	2	Engagements	5	Reposts	0
Link Clicks	1	Saves	0	Link Clicks	1	Comments	0

Date Posted	Post Topic	Target Audience					
9/22/2025	WDO Reporting	Licensees					
		<p>WDO Reporting is getting an upgrade!</p> <p>SPCB is launching a NEW system in Connect for Wood Destroying Organism (WDO) reporting VERY soon. Here's what's coming:</p> <ul style="list-style-type: none"><li>✓ Submit reports, pay online, export data</li><li>✓ Manage staff access &amp; notifications</li><li>✓ Access past submissions anytime</li></ul> <p>📌 What to do now:</p> <ol style="list-style-type: none"><li>1. Update your email in your WDO profile</li><li>2. Create your personal Connect account</li></ol> <p>🔧 Support includes guides, weekly townhalls &amp; updates.</p> <p>📅 Expect brief downtime during the switch (won't affect deadlines).</p> <p>Better tools. Smoother reporting. Coming soon!</p>					
Performance							
Meta (Facebook & Instagram)		X (Formally Twitter)					
Views	374	Follows	0	Impressions	39	Likes	1
Interactions	8	Shares	1	Engagements	3	Reposts	0
Link Clicks	--	Saves	1	Profile Visits	1	Comments	0

# Instagram Account Statistics

## Structural Pest Control Board

Cumulative: 1/26/2023 1/20/2026

[Link to SPCB Instagram Page](#)

# Facebook Account Statistics

Structural Pest Control Board

Cumulative: 1/26/2023 1/20/2026

[Link to SPCB Facebook Page](#)

