STRUCTURAL PEST CONTROL BOARD

SUNSET REVIEW REPORT 2027

PRESENTED TO THE SENATE COMMITTEE ON BUSINESS, PROFESSIONS AND ECONOMIC DEVELOPMENT, AND THE ASSEMBLY COMMITTEE ON BUSINESS AND PROFESSIONS

DRAFT

SPCB
STRUCTURAL PEST CONTROL BOARD

CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

MISSION STATEMENT

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.

BOARD MEMBERS

Scott Mendenhall, *President*

Kyle Finley, *Vice President*

Yogesh "Yogi" Chugh

Yenifer Gallegos-Mejia

David Haviland

Sophia Azar, *Execitive Officer*

Melissa Zanetta, Assistant *Execitive Officer*

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STRUCTURAL PEST CONTROL BOARD
BACKGROUND INFORMATION AND OVERVIEW OF THE CURRENT REGULATORY PROGRAM
As of October 14, 2026

Section 1 – Background and Description of the Board and Regulated Profession

Provide a short explanation of the history and function of the board.[1] Describe the occupations/professions that are licensed and/or regulated by the board (Practice Acts vs. Title Acts).[2]

The Structural Pest Control Act was established in 1935 (AB 2382, Chapter 823, Statutes of 1935) to create statewide standards for the structural pest control industry, which previously lacked uniform regulations. The Act originally required minimum experience and continuing education for practitioners and was initially administered by the California Pest Control Association.

In 1941, the Act was codified into the Business and Professions Code (BPC), and the Structural Pest Control Board (SPCB or Board) was formed to assume regulatory oversight of the profession. Oversight has remained with the Board since that time, except for a temporary transfer to the Department of Pesticide Regulation between 2009 and 2013, after which the Board returned to the Department of Consumer Affairs (DCA) under Reorganization Plan No. 2 and AB 1317 (Frazier, Chapter 352, Statutes of 2013).

The Board's highest statutory priority (BPC § 8520.1) is protection of the public through its licensing, regulatory, and enforcement functions. The 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.

Description of the Profession and Licensing Structure
Structural pest control involves the identification, prevention, and elimination of pests that affect structures, including termites, wood-destroying pests and organisms (WDO), rodents, and general household pests. Licensees may use chemical treatments, fumigation, or mechanical and physical methods, and may perform related structural repairs.

Practice Areas (Branches)
The Board licenses work in three statutory branches:

- **Branch 1 – Fumigation:** Control of household or wood-destroying pests using poisonous or lethal gases.
- **Branch 2 – General Pest:** Control of household pests, excluding fumigation with lethal gases.
- **Branch 3 – Wood-Destroying Pests and Organisms:** Control of WDOs through insecticides or related structural repairs, excluding fumigation with lethal gases.

[1] The term "board" in this document refers to a board, bureau, commission, committee, council, department, division, program, or agency, as applicable. Please change the term "board" throughout this document to appropriately refer to the entity being reviewed.
[2] The term "license" in this document includes a license, certificate, permit or registration.

License Types

- **Applicator:** Entry-level license (Branches 2 and 3 only). May apply pesticides or other control agents but is not authorized to perform fumigations.
- **Field Representative:** Full journey-level license in all three branches. May perform inspections, identify infestations, bid and contract for work, and apply treatments on behalf of a registered company.
- **Operator:** Highest level of licensure in all branches. Requires two to four years of qualifying experience depending on branch. An Operator may serve as the company's Qualifying Manager and is responsible for the company's and employees' compliance with the Act.

Enforcement

The Board enforces the Structural Pest Control Act by investigating complaints, mediating disputes, conducting audits, and taking administrative action when violations occur. The Board collaborates with the AG's Office and local prosecutors to address serious violations and unlicensed activity. Enforcement activities are directed toward ensuring safe practices, accurate reporting, and compliance with laws and regulations.

Continuing Education

All licensees must complete Board-approved continuing education that covers safety, laws and regulations, pesticide use, and emerging professional practices. The Board conducts audits to ensure compliance and may take disciplinary action for failure to meet continuing education requirements.

Education, Outreach, and Transparency

The Board provides public access to inspection records, licensing information, disciplinary actions, and educational materials through its website. The Board offers consumer-focused publications and maintains transparency through public meetings and rulemaking activities.

Research

The Board supports research into emerging pest management technologies and practices through a publicly noticed process. Research findings help inform regulatory decisions, examination development, and professional standards.

1. Describe the make-up and functions of each of the board's committees (cf., Section 12, Attachment B).

Research Advisory Panel

The Board's Research Advisory Panel (RAP) oversees the development, approval, and funding of research that advances the practice and regulation of structural pest control. The RAP is authorized by BPC § 8674(t) and defined in Title 16, CCR § 1919.

Disciplinary Review Committee

The Disciplinary Review Committee (DRC), established under BPC § 8660, hears appeals of enforcement orders issued by county agricultural commissioners pursuant to BPC § 8617. The DRC functions solely as an appellate body for these county-level actions and does not have authority to suspend or revoke licenses issued by the Board. That authority remains exclusively with the Board.

Technical Advisory Committee

The Technical Advisory Committee (TAC) considers matters that require specialized technical expertise. The Committee conducts focused research, evaluates stakeholder input, and analyzes complex or highly technical issues such as label interpretation and code application to develop informed recommendations for Board consideration.

Table 1a. Attendance										
	Appointing Authority: G - Governor, S - Senate, A - Assembly	October 1, 2023 - Sacramento	August 8, 2024 - Sacramento	October 16, 2024 - Webex & Sacramento	March 12, 2025 - Webex & Sacramento	October 1, 2025 - Webex & Sacramento	February 25, 2026 - Sacramento	October 1, 2025 - Webex & Sacramento	February 25, 2026 - Sacramento	October 14, 2026 – Webex & Sacramento
YESSENIA ANDERSON Appointment Date: 6/8/2022 Separation Date: 9/4/2025	G									
ANKUR BINDAL Appointment Date: 11/15/2022 Separation Date: 12/12/2025	G									
YOGESH CHUGH Appointment Date: 5/14/2026	G									
KYLE FINLEY Appointment Date: 5/13/2020 Reappointment Date: 6/5/2024	G									
YENIFER GALLEGOS-MEJIA Appointment Date: 8/5/2026	S									
DAVID HAVILAND Appointment Date: 7/15/2026	A									
SCOTT MENDENHALL Appointment Date: 7/23/2024	G									
MARK PAXSON Appointment Date: 6/8/2022 Reappointment Date: 5/22/2026 Separation Date: 6/22/2026	G									
JOHN TENGAN Appointment Date: 7/29/2022 Separation Date: 6/1/20206	G									
JANET THRASHER Appointment Date: 8/11/2020 Separation Date: 5/31/2024	G									
TABLE LEGEND		Present				Absent		Not Applicable		

Table 1b. Board/Committee Member Roster					
Member Name (Include any vacancies and a brief member biography)	**Date First Appointed**	**Date Reappointed**	**Date Term Expires**	**Appointing Authority**	**Type (public or professional)**
Scott Mendenhall (President)	7/23/2024		6/1/2027	Governor	Licensee
Kyle Finley (Vice President)	5/13/2020	6/5/2024	6/1/2027	Governor	Licensee
Yogesh Chugh	5/14/2026		6/1/2029	Governor	Public
Yenifer Gallegos-Mejia	8/5/2026		6/1/2028	Senate Rules Committee	Public
David Haviland	7/15/2026		6/1/2028	Speaker of the Assembly	Public
VACANT (Paxson)				Governor	Public
VACANT (Tengan)				Governor	Licensee

2. In the past four years, was the board unable to hold any meetings due to lack of quorum? If so, please describe. Why? When? How did it impact operations?

The Board has consistently met quorum requirements at all duly noticed meetings.
Under BPC § 8523, the Board is required to meet at least once annually *in October*. Because the Board fulfills this statutory requirement, the Board may meet less frequently when there are no pressing issues requiring Board attention.

Operations have not been impacted, as quorum has always been achieved and all required business has been conducted.

3. Describe any major changes to the board since the last Sunset Review, including, but not limited to:

- **Internal changes (i.e., reorganization, relocation, change in leadership, strategic planning).**

Since the last Sunset Review, the Board has implemented several internal improvements to strengthen organizational effectiveness, enhance staff development, and improve service delivery.

The Board reclassified four Structural Pest Control Board Specialists to Special Investigators, expanding the investigative unit with staff who possess specialized expertise. This change improved investigative capacity and created new opportunities for professional growth and upward mobility, contributing to stronger retention and a more experienced workforce.

The Board also completed a comprehensive reorganization of its Licensing Unit. This effort clarified distinctions between examination and licensing functions, realigned staff responsibilities, and updated duty statements to better match classification requirements. These changes streamlined internal workflows, reduced redundancies, and strengthened accountability.

The Board also advanced its Diversity, Equity, Inclusion, and Accessibility (DEIA) initiatives. Using insights from its DEIA environmental scan survey, the Board integrated equity considerations into its 2023–2028 Strategic Plan, identifying opportunities to enhance fairness and accessibility in licensing, increase transparency in enforcement, strengthen equity-informed legislative analysis, support inclusive communication practices, and foster a more welcoming organizational culture.

Finally, in July 2025, the Executive Officer appointed a new Assistant Executive Officer, bringing additional leadership capacity to support the Board's operational and strategic priorities.

- **All legislation sponsored by the board and affecting the board since the last Sunset Review.**

SB 813 (Roth) – Structural Pest Control Board
10/08/2023 – Chaptered. (Chapter 507, Statutes of 2023)
Extended the sunset date for the Structural Pest Control Board for four years until January 1, 2028.

AB 307 (Chen) – Structural Fumigation Program
07/21/2023 – Chaptered. (Chapter 82, Statutes of 2023)
Extended the sunset date for the Structural Fumigation Enforcement Program (Program) under the Department of Pesticide Regulation to January 1, 2029. The structural fumigation enforcement program requires any company performing a structural fumigation in the Counties of Los Angeles, Orange, or Santa Clara to pay the county agricultural commissioner a specified fee for each fumigation conducted at a specific location. It authorizes the agricultural commissioners of those counties to perform increased structural fumigation, inspection, and enforcement activities to be funded by the required fee and requires these funds to be paid to the county and used for the sole purpose of funding enforcement and training activities directly related to the structural fumigation program.

AB 557 (Hart)
10/08/2023 – Chaptered. (Chapter 534, Statutes of 2023)
Extended the teleconferencing provisions when a declared state of emergency is in effect, or in other situations related to public health, as specified, indefinitely. The bill also extended the period for a legislative body to make findings related to a continuing state of emergency and social distancing to not later than 45 days after the first teleconferenced meeting, and every 45 days thereafter, in order to continue to meet under the abbreviated teleconferencing procedures.

SB 372 (Menjivar)
09/23/2023 – Chaptered. (Chapter 225, Statutes of 2023)
Required if the Board receives government-issued documentation from a licensee or registrant demonstrating that the licensee or registrant's legal name or gender has been changed, the Board shall update their records, including any records contained within an online license verification system, to include the updated legal name or gender. If requested by the licensee or registrant, the Board shall reissue any documents conferred upon the licensee or registrant with the licensee or registrant's updated legal name or gender. The bill also required the Board to remove the licensee's or registrant's former name from its online license verification system and treat this information as confidential. The Board would be required to establish a process to provide a person's enforcement action record linked to a former name.

SB 544 (Laird) – Bagley-Kenne Open Meetings Act: teleconferencing
09/22/2023 – Chaptered. (Chapter 216, Statutes of 2023)
Until January 1, 2026, revises certain teleconference requirements under the Bagley-Keene Open Meeting Act, which requires all meetings of a state body to be open and available to the public. This bill preserves existing options for conducting meetings via teleconference while adding a new teleconference condition that requires a majority of members at one physical, publicly accessible location, while allowing other members to participate from non-public sites if certain conditions are met. The bill would require a state body to provide a means by which the public may remotely hear audio, remotely observe, or attend the meeting on the posted agenda a teleconference telephone number, an internet website or other online platform, and a physical address for all teleconference locations. The Board took a support position.

SB 1451 (Ashby) – Professions and Vocations
9/22/2024 – Chaptered. (Chapter 481, Statutes of 2024)
Replaced gendered language in the SPCB Act and eliminated the option for Board licensees to take a challenge examination in lieu of completing continuing education requirements.

SB 470 (Laird)
10/01/2025 – Chaptered. (Chapter 222, Statutes of 2025)
Allowed the Board to hold meetings via teleconference without requiring each teleconference location to be publicly accessible or disclosed, provided certain conditions are met, until January 1, 2030. The Board took a support position.

AB 2477 (Chen)
9/18/2026 – Chaptered. (Chapter 303, Statutes of 2026)
This bill, on and after January 1, 2028, would authorize an unlicensed individual employed by a registered company who has applied for a structural pest control applicator examination in Branch 2 and Branch 3 to apply pesticides included in Branch 2 and Branch 3 outdoors under the supervision of a licensed operator or field representative for up to 60 days if specified conditions are met, including that the unlicensed individual has completed a minimum of 80 hours of documented in-person training in pesticide application under the direct supervision of a licensed operator or field representative, as specified. The bill would require the registered company and supervising licensee to maintain certain documentation, including documentation demonstrating completion of required training, for at least 3 years.

- **All regulation changes approved by the board since the last Sunset Review. Include the status of each regulatory change approved by the board.**

Since the last Sunset Review, the Board completed three major regulatory packages designed to modernize safety standards, improve consumer transparency, and ensure long-term fiscal stability.

Structural Fumigation and Pesticide Use Reporting (October 2024)
To align California's requirements with updated U.S. EPA certification standards, the Board amended section 1970 to strengthen pesticide-use reporting for fumigation and general pest control operations. The package added new disclosure requirements, including time of application, product name and registration number, and license information for both certified applicators and non-certified applicators under supervision. The rulemaking also incorporated a redesigned Standard Structural Fumigation Log to improve clarity, readability, and consistency with federal expectations.

Consumer Notice and Disclosure Modernization (January 2025)
The Board updated sections 1970.1, 1970.4, 1970.42, and 1970.43 to modernize pre- and post-application notice requirements. The revisions incorporated by reference a new Occupant Fumigation Notice and Pesticide Disclosure form, updated terminology for consistency across regulations, clarified electronic delivery methods, and improved the structure and content of consumer disclosures. These updates ensure clearer communication to occupants and reinforce critical safety protocols surrounding pesticide application.

Fee Structure and Application Requirement Updates (July 2025)
To address structural funding imbalances and maintain the Board's ability to fulfill its consumer-protection mandate, the Board proposed fee increases across examination, initial licensure, renewal, and WDO activity reporting. In addition, amendments to sections 1936 and 1936.2 clarified and standardized application requirements for all license types, while revisions to sections 1948 and 1997 incorporated the updated fee schedule, including changes to WDO reporting fees. These revisions modernize the licensing framework and support long-term program sustainability.

4. Describe any major studies conducted by the board (cf. Section 12, Attachment C).

The Board concluded one research study in 2024 – "Investigation of Rodenticide Pathways in an Urban System Through the Use of Isotopically Labelled Bait" conducted by Niamh Quinn Ph.D. at the University of California, Agriculture and Natural Resources. This study investigated developing an isotopically labelled bait that can be detectable through multiple trophic levels. Such bait will allow us to trace exposure through the food chain. It will also help with the development of mitigation measures that are often proposed to limit exposure to rodenticides. The creation of such a product is critical for the development of data-driven mitigation measures and will allow for the testing of those already in place to assess whether they are effective at reducing exposure.

5. List the status of all national associations to which the board belongs.

Although the Board *is not a member of any national associations*, it regularly collaborates with several state and national organizations that provide technical input and industry perspective on regulatory, legislative, and pesticide-use matters. These associations include:

Association of Structural Pest Control Regulatory Officials (ASPCRO): A national organization of regulatory officials from all 50 states that promotes consistency, efficient administration of laws, and shared understanding of structural pest management practices.

California Pest Management Association (CAPMA): A nonprofit trade association that supports the business and educational needs of pest control professionals in California and provides stakeholder input on legislative and regulatory proposals.

National Pest Management Association (NPMA): A nonprofit organization representing more than 7,000 members nationwide, offering industry expertise related to consumer protection, safety practices, and emerging pest management issues.

California Agricultural Commissioners & Sealers Association (CACASA): A statewide organization of County Agricultural Commissioners and Sealers of Weights and Measures that collaborates with the Board on enforcement issues, pesticide-use requirements, and matters affecting public welfare.

- **Does the board's membership include voting privileges?**
  N/A

- **List committees, workshops, working groups, task forces, etc., on which the board participates.**

Although board members do not participate as official representatives of the board, board staff actively serve on and contribute to several key committees and collaborative bodies that support statewide pest management, enforcement, education, and policy development. These include:

Pesticide Registration and Evaluation Committee (PREC)
Interagency advisory committee to DPR that reviews and provides input on pesticide regulatory actions, risk assessments, and policy changes.

Pesticide Regulatory Affairs Committee (PRAC)
A CACASA working group that coordinates statewide pesticide enforcement, ensures consistency across counties, and facilitates communication between County Agricultural Commissioners and DPR.

Structural Fumigation Enforcement Program (SFEP)
A DPR-led, multi-county oversight program supporting local monitoring and enforcement of structural fumigation activities, including inspections, compliance audits, and enforcement actions.

UC Statewide IPM Program (UC IPM)
A UC ANR program that develops and delivers science-based integrated pest management strategies, conducts applied research, and produces statewide educational materials such as Pest Management Guidelines, Pest Notes, and Pest Alerts.

CAPMA / PCOC – California Pest Management Association / Pest Control Operators of California
A statewide trade association providing education, training, regulatory support, and legislative advocacy for pest management professionals. Local district chapters focus on networking and continuing education aligned with statewide goals.

- **How many meetings did board representative(s) attend? When and where?**

Board staff, rather than board members, attended meetings associated with the committees and programs listed above as part of their operational and regulatory duties. Meetings attended, including dates and locations:

Committees, Workshops, Working Groups, Task Forces Attended		
CAPMA	1/12/2023	Sacramento
DPR PREC Meeting	3/17/2023	Virtual
CAPMA Area Meeting	5/30/2023	Roseville
CAPMA Pest Expo Conference	6/22-23/2023	Monterey
DPR PREC Meeting	7/21/2023	Virtual
DPR Pesticide Use Reporting Work Group	8/2/2023	Virtual
CAPMA District Meeting/Bay Area Group	1/10/2024	San Leandro
DPR IPM Meeting	2/29/2024	Virtual
DPR PREC Meeting	5/17/2024	Virtual
Placer County DA's Enforcement Task Force	6/20/2024	Auburn
DPR PREC Meeting	7/19/2024	Virtual
CAPMA Fresno District Meeting	11/12/2024	Fresno
DPR PREC Meeting	11/15/2024	Virtual
DPR PREC Meeting	12/6/2024	Virtual
CAPMA PestEd Series	1/14/2025	Montebello
CAMPA District meeting, Mid Cal District	3/11/2025	Stockton
34th UCR Urban Pest Management Conference	3/25/2025	Riverside

DPR PREC Meeting	5/16/2025	Virtual
DPR Pesticide Reevaluation Committee	7/16/2025	Virtual
DPR PREC Meeting	7/18/2025	Virtual
CAPMA - Pest Expo	9/10-12/2025	Burbank
DPR Pesticide Reevaluation Committee	9/24/2025	Virtual
DPR PREC Meeting	11/21/2025	Virtual
UC ANR IPM Committee Meeting	1/12/2026	Virtual
DPR PREC Meeting	1/16/2026	Virtual
Advanced CAC Enforcement Response Mtg	2/19/2026	Virtual
35th UCR Urban Pest Management Conference	3/24/2026	Riverside
UCR Alliance Committee Meeting	5/7/2026	Virtual
DPR PREC Meeting	7/17/2026	Virtual

- **If the board is using a national exam, how is the board involved in its development, scoring, analysis, and administration?**

The Board does not utilize a national exam.

Section 2 – Fiscal and Staff

Fiscal Issues

6. Is the board's fund continuously appropriated? If yes, please cite the statute outlining this continuous appropriation.

The Board administers three funds:

1. The Structural Pest Control Fund (Fund 0775),
2. The Structural Pest Control Education and Enforcement Fund (Fund 0399), and
3. The Structural Pest Control Research Fund (Fund 0168).

The Structural Pest Control Fund and the Education and Enforcement Fund are not continuously appropriated; both are appropriated annually through the state budget and require legislative approval.

The Structural Pest Control Research Fund is continuously appropriated pursuant to Business and Professions Code § 8674(t)(1), which authorizes ongoing use of the fund for Board-approved research activities without requiring an annual appropriation.

7. Using *Table 2. Fund Condition,* describe the board's current reserve level, spending, and if a statutory reserve level exists.

The Board has no statutory reserve level requirement and ended FY 2025/26 with a reserve level of 3 months. BPC §128.5 limits to a fund balance reserve of 24 months or less.

Table 2. Fund Condition (list dollars in thousands)

	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26	FY 2026/27*	FY 2027/28*
Beginning Balance	$3,584	$3,220	$2,638	$1,635	$1,785	$1,221
Revenues and Transfers	$5,529	$5,544	$5,425	$6,412	$6,529	$6,478
Total Resources	$9,113	$8,764	$8,063	$8,047	$8,314	$7,699
Budget Authority	$7,108	$7,233	$6,586	$6,504	$6,583	$6,780
Expenditures	$5,912	$6,173	$6,428	$6,262	$7,093	$7,290
Loans to General Fund	$0	$0	$0	$0	$0	$0
Accrued Interest, Loans to General Fund	$0	$0	$0	$0	$0	$0
Loans Repaid from General Fund	$0	$0	$0	$0	$0	$0
Fund Balance	$3,201	$2,591	$1,635	$1,785	$1,221	$409
Months in Reserve	6.2	4.8	3.1	3.0	2.0	.07

*Projected

8. Describe if/when a deficit is projected to occur and if/when a fee increase or reduction is anticipated. Describe the fee changes (increases or decreases) anticipated by the board.

Based on current fund condition projections, the Board is anticipating a deficit in FY 2028/29 with the reserving falling below one month in FY 2027/28. To address this, the Board is requesting a statutory fee increase as part of this Sunset Review during the 2027 legislative session.

Additionally, the Board implemented a regulatory fee increase effective July 1, 2025. This adjustment brought most application and licensing fees up to the statutory maximum, except for the Applicator Initial License fee, which remains $10 below the statutory cap. The Board will continue to monitor fiscal trends and adjust fees as necessary to maintain solvency and support program operations.

9. Using *Table 2, Fund Condition*, describe year over year expenditure fluctuations and the cause for the fluctuations.

The Board has experienced a notable increase in expenditure in recent years, driven by ongoing information technology upgrades, higher rates from the Attorney General's (AG) Office and Office of Administrative Hearings, rising operational costs, and pay increases resulting from bargaining unit agreements. At the same time, revenue has decreased. As a special fund entity, the Board is primarily funded by WDO Activity Reporting, examination, licensing, renewal fees, and disciplinary assessments. Historically, the Board maintained a healthy fund reserve, but rising operational costs, combined with lower than projected revenues, have led to a structural imbalance.

The Board relies heavily on WDO Activity Reporting fees, which account for approximately 80% of its total revenue. Due to a significant decline in the receipt of these fees, likely linked to the downturn in the housing market, the Board faces potential insolvency by fiscal year 2028/29. In summary, increased expenditure and decreased revenue have created a structural deficit, prompting the Board to consider statutory fee increases to address the projected shortfall and maintain fiscal stability.

10. Using *Table 3, Expenditures by Program Component,* describe the amounts and percentages of expenditures by program component, including the cause of fluctuations aside from increasing personnel costs. Provide a breakdown of the expenditures by the board in each program area. Expenditures by each component (except for pro rata) should be broken out by personnel expenditures and other expenditures.

Table 3. Expenditures by Program Component (list dollars in thousands)

	FY 2022/23		FY 2023/24		FY 2024/25		FY 2025/26	
	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E	Personnel Services	OE&E
Enforcement	$1,165	$687	$1,197	$704	$1,213	$779	$1,361	$673
Examination	$0	$47	$0	$49	$0	$107	$0	$110
Licensing	$874	$334	$898	$325	$910	$381	$1,021	$287
Administration *	$923	$352	$947	$344	$961	$402	$964	$270
DCA Pro Rata	$0	$1,062	$0	$1,142	$0	$1,152	$0	$1,141
Diversion	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
TOTALS	**$2,962**	**$2,482**	**$3,042**	**$2,564**	**$3,084**	**$2,821**	**$3,346**	**$2,481**

* Administration includes costs for executive staff, board, administrative support, and fiscal services.

11. Describe the amount the board has spent on business modernization, including contributions to the BreEZe program, which should be described separately.

The Board has spent approximately $2,844,836 on business modernization.

Costs Contributed to Business Modernization				
FY 2021/22	**FY 2022/23**	**FY 2023/24**	**FY 2024/25**	**FY 2025/26**
$185,880	$735,363	$887,941	$732,473	$304,179

The BreEZe program was approved in 2009 and was intended to address deficiencies in the DCA legacy systems. The Board was originally scheduled for Release 3 of the BreEZe system and contributed approximately $292,000 to the development of the system, through FY 2017/18. After technical delays and issues with the BreEZe project, the Board and the other Release 3 boards and bureaus were eliminated from the project.

Costs Contributed to BreEZe								
FY 2009/10	**FY 2010/11**	**FY 2011/12**	**FY 2012/13**	**FY 2013/14**	**FY 2014/15**	**FY 2015/16**	**FY 2016/17**	**FY 2017/18**
$3,893	$17,037	$17,759	$71,397	$51,070	$28,809	$28,457	$47,354	$26,207

12. Describe license renewal cycles and the history of fee changes over the last 10 years. Give the fee authority (Business and Professions Code and California Code of Regulations citations) for each fee charged by the board.

The Applicator, Field Representative and Operator license renewal fees are due triennially on June 30. The fees are authorized under BPC §8674 and outlined in CCR Section 1948 and 1997.

Effective 7/1/25
Operator exam fee increased from $65 to $100
Operator license and renewal fee increased from $120 to $150
Field Representative exam fee increased from $50 to $75
Field Representative license and renewal fee increased from $30 to $45
Applicator exam fee increased from $55 to $60
Applicator license and renewal fee increased from $10 to $35
WDO Filing Fee increased from $4.00 to $5.00

Effective 8/23/19
WDO Filling Fee increased to $3.00 to $4.00

Effective 7/1/19
WDO Filing Fee increased from $2.50 to $3.00

Effective 1/1/15
Field Representative exam fee increased to $50
Field Representative Continuing Education Challenge exam fee increased to $50
Applicator exam fee increased to $55
Applicator Continuing Education Challenge exam fee increased to $55
Operator exam fee increased to $65
Operator Continuing Education Challenge exam fee increased to $65

Table 4. Fee Schedule and Revenue (list revenue dollars in thousands)							
Fee	**Current Fee Amount**	**Statutory Limit**	**FY 2022/23 Revenue**	**FY 2023/24 Revenue**	**FY 2024/25 Revenue**	**FY 2025/26 Revenue**	**% of Total Revenue**
WDO Filing Fee	4.00	5.00	$4,432	$4,339	$4,165		78.4%
	5.00	5.00				$5,025	
Examination - Operator	$100.00	$100.00	$46	$37	$40	$67	0.8%
Examination - Field Representative	$75.00	$75.00	$306	$307	$313	$451	6.0%
Examination- Applicator	$60.00	$60.00	$179	$176	$175	$170	3.1%
Original License - Operator	$150.00	$150.00	$27	$32	$37	$33	0.6%
Original License - Field Representative	$45.00	$45.00	$67	$82	$85	$111	1.5%
Original License - Applicator	$35.00	$50.00	$14	$15	$17	$49	0.4%
Renewal - Operator	$150.00	$150.00	$133	$151	$157	$137	2.5%
Renewal - Field Representative	$45.00	$45.00	$89	$88	$108	$95	1.7%
Renewal - Applicator	$35.00	$50.00	$8	$8	$10	$6	0.1%
Delinquent Renewal - Operator	$75.00	$100.00	$4	$5	$5	$3	0.1%
Delinquent Renewal - Field Representative	$22.50	$100.00	$3	$4	$6	$3	0.1%
Delinquent renewal - Applicator	$17.50	$100.00	$0	$0	$1	$1	0.0%
Duplicate License	$2.00	$2.00	$2	$2	$2	$2	0.0%
Company Office Registration	$120.00	$120.00	$35	$35	$38	$36	0.6%
Branch Office Registration	$60.00	$60.00	$3	$3	$4	$3	0.1%
Change - Company Officers	$25.00	$25.00	$1	$2	$1	$1	0.0%
Change - Company Office Address	$25.00	$25.00	$6	$5	$6	$6	0.1%
Change - Branch Office Address	$25.00	$25.00	$1	$1	$1	$1	0.0%
Change - Qualifying Manager	$25.00	$25.00	$3	$4	$4	$3	0.1%
Change - Bond or Insurance	$25.00	$25.00	$5	$5	$10	$16	0.2%
Continuing Education - Provider Approval	$50.00	$50.00	$1	$0	$0	$0	0.0%
Continuing Education - Course Approval	$25.00	$25.00	$9	$8	$11	$8	0.2%
Cite and Fine	VARIOUS	VARIOUS	$59	$93	$87	$93	1.4%
Document Sales	VARIOUS	VARIOUS	$1	$1	$1	$0	0.0%
FTB Cite Fine Collection	VARIOUS	VARIOUS	$3	$4	$2	$0	0.0%
Investment Income, Surplus, Escheat unclaimed, capital assets sales, cancelled warrants, etc.	VARIOUS	VARIOUS	$90	$141	$147	$104	2.1%
Misc. Revenue	VARIOUS	VARIOUS	($10)	($4)	($4)	($12)	(0.1%)
TOTAL			**$5,529**	**$5,544**	**$5,425**	**$6,412**	**100%**

13. Describe Budget Change Proposals (BCPs) submitted by the board in the past four fiscal years.

Table 5. Budget Change Proposals (BCPs)								
			Personnel Services				OE&E	
BCP ID #	Fiscal Year	Description of Purpose of BCP	# Staff Requested	# Staff Approved	$ Requested	$ Approved	$ Requested	$ Approved
1111-139-BCP-2022-MR	22/23	Requesting one time funding for Business Modernization	0	0	$0	$0	$930	$930
1111-022-BCP-2023-GB	23/24	Requesting one time funding for Business Modernization	0	0	$0	$0	$810	$810
1111-024-BCP-2024-GB	24/25	Requesting one time funding for Business Modernization	0	0	$0	$0	$621	$621
1111-044-BCP-2025-GB	25/26	Requesting one time funding for Business Modernization	0	0	$0	$0	$477	$477

Staffing Issues

14. Describe any board staffing issues/challenges, i.e., vacancy rates, efforts to reclassify positions, staff turnover, recruitment and retention efforts, succession planning.

The Board has maintained consistently low vacancies and very low staff turnover. Stability in staffing has allowed the Board to sustain high-quality enforcement, licensing, and consumer protection functions. Recruitment challenges are very minimal, and positions are typically filled quickly when they become vacant.

For many years, there were salary inequities with the SPCB Specialist classification, the Board's field inspector classification. However, in FY 2023/24, the Board successfully reclassified four SPCB Specialist positions to Special Investigators, a classification that better reflects the investigative and enforcement duties performed by staff. This action improved morale, enhanced upward mobility opportunities, and resolved a long-standing structural staffing challenge.

In response to statewide budget directives and to achieve cost savings, the Executive Officer made a decision not to fill the Assistant Executive Officer vacancy and to eliminate the Legislative/Regulatory Specialist position pursuant to the Governor's position-elimination order. The Executive Officer absorbed these responsibilities.

In July 2025, the Executive Officer hired a new Assistant Executive Officer. Since then, the Executive Officer has taken a structured, proactive approach to developing the Assistant Executive Officer's capacity to assume higher-level leadership responsibilities. This includes training, ongoing guidance, and direct involvement in all aspects of Executive Officer duties, such as budget development, legislative analysis, enforcement strategy, personnel management, and stakeholder engagement. By embedding the Assistant Executive Officer in the full scope of Executive Officer-level functions, the Board has established a strong succession pipeline that ensures operational continuity and stability.

15. Describe the board's staff development efforts and total spent annually on staff development. (cf., Section 12, Attachment D).

The Board invests in staff development through a combination of Board-funded training and DCA training resources. Each year, the Board allocates approximately $50,000 to support training for County Agriculture Commissioner (CAC) staff and $4,000 for Board staff-specific technical development.

For more than 25 years, the Board has provided Structural Regulatory Training to CAC and Board employees. This three-day, hands-on training includes demonstrations of field practices typically encountered by CAC inspectors, such as building fumigation requirements, pest control vehicle inspections, and Branch 2 and 3 pesticide application inspections. Training is provided by representatives from the pest control industry, the Department of Pesticide Regulation, and Board staff, ensuring county personnel have the practical knowledge needed to carry out their enforcement duties effectively.

In addition to Board-funded programs, Board staff participate in DCA's Strategic Organization, Leadership and Individual Development (SOLID) training program. SOLID courses are available to Board employees at no additional cost beyond the standard DCA pro-rata and offer a wide range of professional development opportunities. Staff have access to both in-person and online courses, including leadership development, communication skills, process improvement, customer service, and other foundational competencies. Webinars and on-demand modules allow employees to access training throughout the year, supporting continuous workforce development. SOLID also offers specialized services such as strategic planning facilitation, process improvement support, upward mobility programs, and Board Member Orientation Training.

Section 3 – Licensing Program

Table 6. Licensee Population					
License Type	**Status**	**FY 2022/23**	**FY 2023/24**	**FY 2024/25**	**FY 2025/26**
Applicator	Active	5,742	5,470	5,640	5957
	Out of State	62	56	74	69
	Out of Country	0	0	0	0
	Delinquent/Expired	0	21	5	4
	Retired Status *if applicable*	n/a	n/a	n/a	n/a
	Inactive	493	800	531	268
	Other	5	68	104	6
Field Representative	Active	13,493	13,916	14,793	15768
	Out of State	1052	1359	1817	2075
	Out of Country	0	0	0	0
	Delinquent/Expired	2	32	15	8
	Retired Status *if applicable*	n/a	n/a	n/a	n/a
	Inactive	728	931	846	463
	Other	5	74	106	7
Operator	Active	3,787	3,702	3,853	3984
	Out of State	65	41	48	62
	Out of Country	0	0	0	0
	Delinquent/Expired	3	13	3	2
	Retired Status *if applicable*	n/a	n/a	n/a	n/a
	Inactive	233	326	283	157
	Other	0	5	4	1
Principle Registration	Active	3,884	1,927	1,842	3406
	Out of State	32	19	28	23
	Out of Country	0	0	0	0
	Delinquent/Expired	n/a	n/a	n/a	n/a
	Retired Status *if applicable*	n/a	n/a	n/a	n/a
	Inactive	n/a	n/a	n/a	n/a
	Other	n/a	n/a	n/a	n/a
Branch Office Registration	Active	588	301	285	535
	Out of State	13	9	13	13
	Out of Country	0	0	0	0
	Delinquent/Expired	n/a	n/a	n/a	n/a
	Retired Status *if applicable*	n/a	n/a	n/a	n/a
	Inactive	n/a	n/a	n/a	n/a
	Other	n/a	n/a	n/a	n/a

Note: *Out of State* and *Out of Country* are two mutually exclusive categories. A license should not be counted in both.
Active status is defined as able to practice. This includes licensees that are renewed, current, and active.
Other is defined as a status type that does not allow practice in California, other than retired or inactive.

16. What are the board's performance targets/expectations for its licensing program? Is the board meeting those expectations? If not, what is the board doing to improve performance?

As reflected in the table below, the Board continues to exceed its performance measures.

Performance Measure	Definition	Target	Actual
Applicator Examination Application	Average days from receipt of application to exam eligibility.	14 days	5 days
Field Representative Examination Application	Average days from receipt of application to exam eligibility.	14 days	11 days
Operator Examination Application	Average days from receipt of application to exam eligibility.	14 days	11 days
Initial Applicator Application	Average days from receipt of application to license issuance.	14 days	9 days
Initial Field Representative Application	Average days from receipt of application to license issuance.	21 days	6 days
Initial Operator Application	Average days from receipt of application to license issuance.	45 days	9 days
Initial Company Registration Application	Average days from receipt of application to registration issuance.	45 days	38 days
Branch Office Registration Application	Average days from receipt of application to registration issuance.	45 days	26 days

*Performance data reflects FY 2024/25 averages based on the Board's reporting metrics.

17. Using *Table 7a, Licensing Data by Type*, describe any increase or decrease in the board's average time to process applications, administer exams and/or issue licenses. Have pending applications grown at a rate that exceeds completed applications? If so, what has been done by the board to address them? What are the performance barriers and what improvement plans are in place? What has the board done and what is the board going to do to address any performance issues, i.e., process efficiencies, regulations, BCP, legislation?

The Board's average time to process exam applications and issue licenses has remained stable and continues to meet established target cycle times. In May 2024, the Board transitioned the examination application process to an online system, followed by the transition of licensure applications to an online process in November 2024. These improvements have streamlined applicant submissions, reduced manual processing, and supported the Board's continued ability to meet target processing times. Data on pending applications is not currently tracked and therefore cannot be reported for this Sunset Review cycle.

Processing delays are uncommon and, when they do occur, they are generally due to factors outside the Board's control, such as delays associated with fingerprint background check processing by the Department of Justice. To minimize potential delays, applicants are encouraged to initiate fingerprinting early in the examination and licensure process.

Because the Board's actual processing times have consistently remained low, the Board has not directed staff to pursue regulations establishing statutory processing timelines. However, the Board continues to follow DCA requirements, including maintaining target dates for application processing and reporting quarterly performance statistics. The Board will continue to monitor workflow, adjust processes as needed, and identify efficiencies to ensure ongoing compliance with performance expectations.

Table 7a. Licensing Data by Type

Applicator (RA)

		Received	Approved /Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Bd control) *	Incomplete (outside Bd control) *	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 22/23	Exam	3316	3118	487	*	*	*	5	25	*
	License	1402	1351	*	*	*	*	6	34	*
	Renewal	549	549	n/a	*	*	*	*	*	*
FY 23/24	Exam	2389	2325	270	*	*	*	4	26	*
	License	1479	1368	*	*	*	*	5	34	*
	Renewal	1000	975	n/a	*	*	*	*	*	*
FY 24/25	Exam	3287	3270	25	*	*	*	5	23	*
	License	1735	1521	13	*	*	*	9	35	*
	Renewal	937	892	n/a	*	*	*	*	*	*
FY 25/26	Exam	2867	2787	22	*	*	*	4	14	*
	License	1434	1304	20	*	*	*	6	35	*
	Renewal	1032	931	n/a	*	*	*	*	*	*

Field Representative (FR)

		Received	Approved /Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Bd control) *	Incomplete (outside Bd control) *	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 22/23	Exam	6548	5737	3	*	*	*	7	34	*
	License	2221	2032	*	*	*	*	3	27	*
	Renewal	1699	1699	n/a	*	*	*	*	*	*
FY 23/24	Exam	4974	4880	0	*	*	*	7	27	*
	License	2720	2652	*	*	*	*	4	26	*
	Renewal	3675	3657	n/a	*	*	*	*	*	*
FY 24/25	Exam	6353	6557	24	*	*	*	11	25	*
	License	2858	2526	71	*	*	*	6	28	*
	Renewal	3665	3498	n/a	*	*	*	*	*	*
FY 25/26	Exam	6069	5967	33	*	*	*	5	24	*
	License	2501	2263	152	*	*	*	7	47	*
	Renewal	4551	4270	n/a	*	*	*	*	*	*

Operator (OPR)

		Received	Approved /Issued	Closed	Pending Applications			Application Process Times		
					Total (Close of FY)	Complete (within Bd control) *	Incomplete (outside Bd control) *	Complete Apps*	Incomplete Apps*	Total (Close of FY)
FY 22/23	Exam	817	629	0	*	*	*	5	75	*
	License	229	216	*	*	*	*	17	48	*
	Renewal	370	370	n/a	*	*	*	*	*	*
FY 23/24	Exam	445	383	0	*	*	*	13	56	*
	License	267	249	*	*	*	*	11	46	*
	Renewal	1475	1456	n/a	*	*	*	*	*	*
FY 24/25	Exam	641	587	3	*	*	*	11	32	*
	License	321	261	34	*	*	*	9	32	*
	Renewal	1230	1191	n/a	*	*	*	*	*	*
FY 25/26	Exam	682	617	11	*	*	*	7	40	*
	License	228	188	14	*	*	*	14	42	*
	Renewal	1572	1499	n/a	*	*	*	*	*	*

*** Not tracked by the Board** **n/a = not applicable**

Table 7b. License Denial				
	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
License Applications Denied (no hearing requested)	8	12	15	15
SOIs Filed	1	5	6	7
Average Days to File SOI (from request for hearing to SOI filed)	0	0	0	0
SOIs Declined	0	0	0	0
SOIs Withdrawn	0	1	1	1
SOIs Dismissed (license granted)	0	0	1	0
License Issued with Probation / Probationary License Issued	13	17	18	8
Average Days to Complete (from SOI filing to outcome)	0	0	0	0

18. How many licenses or registrations has the board denied over the past four years based on criminal history that is determined to be substantially related to the qualifications, functions, or duties of the profession, pursuant to BPC § 480? Please provide a breakdown of each instance of denial and the acts the board determined were substantially related.

In the last four fiscal years, the Board denied 6 license applications based on criminal history that were determined to be substantially related to the qualifications, functions, or duties of the profession, pursuant to Business and Professions Code (BPC) § 480. The Board initially denied 68 license applications, and of those, 19 appeals were received, resulting in 4 probationary licenses being issued. The table below reflects the breakdown of license applications denied, and the final outcomes for each fiscal year.

Criminal Conviction Denials					
	FY 22/23	**FY 23/24**	**FY 24/25**	**FY 25/26**	**Total**
Initially Denied	8	19	24	17	68
Appealed	0	8	9	2	19
Issued Probationary License	1	0	1	2	4
Issued Unrestricted License	0	0	0	0	0
Denied	1	0	3	2	6

FY 2022/23

1. Applicant for Applicator's License – Theft
2. Applicant for Field Representative's License – Providing a false statement to a public officer, resisting a public officer, three counts of obtaining/possessing a credit/debit card without the cardholder's consent, possessing/receiving/transferring a stolen vehicle, possessing drug paraphernalia, possessing a hypodermic device, contempt of court, first-degree burglary with a person present
3. Applicant for Field Representative's License – Theft
4. Applicant for Field Representative's License – Two counts of oral copulation with a person under 18 years of age, three counts of sex with a minor 3 or more years younger
5. Applicant for Applicator's License – Two counts of oral copulation with a person under 18 years of age, three counts of sex with a minor 3 or more years younger
6. Applicant for Applicator's License – Assault with intent to rape by force/fear, lewd and lascivious acts with a child, violation of parole

7. Applicant for Applicator's License – Second-degree robbery, grand theft from a person
8. Applicant for Applicator's License – Five counts of second-degree theft, two counts of third-degree theft, three counts of possessing methamphetamine, property damage, harassment, unlawfully and knowingly refusing to obey a lawful order of a peace officer, providing false information to a police officer

FY 2023/24

9. Applicant for Applicator's License – Three counts of second-degree burglary, eluding a police officer, obstruction of an officer, operating a motor vehicle in an unsafe condition, fail to dim headlights, carrying or possessing a firearm by a convicted felon, possessing a firearm after former conviction, larceny, possessing a controlled substance within 1000 feet of a school or park or child under 12
10. Applicant for Field Representative's License – Second-degree burglary
11. Applicant for Applicator's License – First-degree murder, conspiracy to commit a crime
12. Applicant for Applicator's License – Theft of personal property, shoplifting, providing false identification to a peace officer, two counts of possessing unlawful paraphernalia, two counts of obstructing a public officer, carrying a switchblade on their person, possessing a controlled substance, vandalism, appropriation of lost property, two counts of obtaining credit using another person's identification, carrying a concealed dirk or dagger, vandalism, battery on a police officer
13. Applicant for Field Representative's License – First-degree burglary, two counts of possessing a controlled substance for sale, two counts of violation of Post-Release Community Supervision, three counts of possessing personal identification with intent to defraud, driving with a suspended license, possessing a controlled substance, possessing controlled substance paraphernalia
14. Applicant for Field Representative's License – Force/assault with a deadly weapon
15. Applicant for Applicator's License – Receiving a stolen vehicle, felon possessing a firearm and ammunition
16. Applicant for Field Representative's License – Obtaining credit using another person's identification, forgery
17. Applicant for Applicator's License – Distribution of heroin, aiding and abetting, petty theft, three counts of obstructing/resisting a public officer, driving with a suspended license
18. Applicant for Field Representative's License – Assault with a deadly weapon
19. Applicant for Applicator's License – Two counts of second-degree robbery, three counts of false imprisonment with the use of a firearm, false imprisonment of a hostage with the use of a firearm
20. Applicant for Field Representative's License – Assault to commit rape, kidnapping to commit robbery
21. Applicant for Applicator's License – Taking a vehicle without the owner's consent, two counts of second-degree burglary, manufacturing/possessing/selling an undetectable firearm
22. Applicant for Applicator's License – Prisoner possessing a weapon, false imprisonment, assault by means likely to cause great bodily injury, two counts of first-degree burglary, voluntary manslaughter
23. Applicant for Applicator's License – Battery with serious bodily injury
24. Applicant for Applicator's License – Shoplifting
25. Applicant for Applicator's License – Sexual battery and soliciting a lewd act
26. Applicant for Field Representative's License – Robbery with the use of a firearm, robbery, three counts of assault with a deadly weapon with force
27. Applicant for Field Representative's License – Voluntary manslaughter, second-degree burglary

FY 2024/25

28. Applicant for Field Representative's License – Theft of personal property
29. Applicant for Field Representative's License – Robbery, burglary
30. Applicant for Applicator's License – Kidnapping
31. Applicant for Applicator's License – Assault with a firearm on a person, three counts of first-degree burglary, felon possessing a firearm, stalking
32. Applicant for Field Representative's License – Two counts of second-degree burglary, two counts of felon possessing a firearm, prohibited person possessing /owning ammunition
33. Applicant for Applicator's License – Kidnapping to commit robbery with use of a firearm, 4 counts of second-degree robbery, second-degree robbery with use of a firearm, kidnapping during a carjacking with use of a firearm
34. Applicant for Field Representative's License – Voluntary manslaughter for the benefit of a criminal street gang, voluntary manslaughter
35. Applicant for Field Representative's License – Robbery, assault on a person with a semi-automatic firearm
36. Applicant for Applicator's License – Grand theft
37. Applicant for Field Representative's License – Grand theft
38. Applicant for Applicator's License – Murder
39. Applicant for Applicator's License – Burglary, malicious mischief/vandalism, felon possessing a firearm
40. Applicant for Applicator's License – Three counts of violation of Post-Release Community Supervision, carrying a concealed dirk or dagger, obstructing a public officer, possessing drugs in prison, felon possessing a firearm, driving without a license
41. Applicant for Field Representative's License – Second-degree burglary, violating a protective order, vandalism
42. Applicant for Applicator's License – Two counts of second-degree burglary
43. Applicant for Applicator's License – Two counts of robbery
44. Applicant for Applicator's License – Grand theft, two counts of recklessly evading a police officer, exhibiting a deadly weapon
45. Applicant for Applicator's License – Registration of sex offender, commercial vehicle safety violation
46. Applicant for Field Representative's License – Kidnapping to commit robbery, kidnapping during a carjacking, carjacking, two counts of second-degree robbery
47. Applicant for Field Representative's License – Battery, forgery of a government issued document, fraud, illegal use of credit cards, criminal possessing a financial device with 4 or more different names
48. Applicant for Applicator's License – Battery, forgery of a government issued document, fraud, illegal use of credit cards, criminal possessing a financial device with 4 or more different names
49. Applicant for Field Representative's License – Receiving stolen property, possessing a stolen vehicle, three counts of second-degree burglary, vehicle theft
50. Applicant for Field Representative's License – Seven counts of first-degree burglary
51. Applicant for Applicator's License – First-degree burglary

FY 25/26

52. Applicant for Applicator's License – Two counts of burglary
53. Applicant for Applicator's License – Obtaining credit/using another person's identification, possessing a controlled substance
54. Applicant for Field Representative's License – Distribution of fentanyl
55. Applicant for Field Representative's License – Two counts of burglary

56. Applicant for Applicator's License – First-degree burglary, grand theft, theft, possessing burglary tools, destroying/concealing evidence, possessing a controlled substance without prescription, four counts of possessing a narcotic controlled substance, eight counts of possessing unlawful paraphernalia, three counts of possessing a controlled substance
57. Applicant for Applicator's License – Conspiring to commit a crime, possessing a stolen vehicle, three counts of possessing unlawful paraphernalia, two counts of theft, carrying a concealed dirk or dagger, vandalism, shoplifting, possessing a controlled substance, receiving a stolen vehicle
58. Applicant for Applicator's License – Conspiring to distribute narcotics
59. Applicant for Applicator's License – Robbery, battery, vandalism, DUI
60. Applicant for Applicator's License – Two counts of second-degree burglary, bank fraud
61. Applicant for Applicator's License – Obtaining credit using another person's identification, using an access account without permission, receiving stolen property
62. Applicant for Applicator's License – Voluntary manslaughter, attempted voluntary manslaughter
63. Applicant for Applicator's License – Second-degree robbery, possessing burglary tools, possessing hypodermic needles, two counts of obtaining credit using another person's identification, two counts of grand theft, second-degree burglary, theft
64. Applicant for Applicator's License – First-degree burglary, assault with a deadly weapon by force
65. Applicant for Field Representative's License – Torture
66. Applicant for Operator's License – Assault with a deadly weapon, carrying a concealed weapon in a vehicle, carrying a switchblade on their person, felon possessing a firearm
67. Applicant for Field Representative's License – Seven counts of second-degree robbery
68. Applicant for Field Representative's License – Two counts of conspiracy to interfere with commerce by robbery and interference with commerce by robbery

19. How does the board verify information provided by the applicant?

The Board uses several processes to verify information submitted by applicants and confirm eligibility for licensure. Staff review all documents for accuracy and authenticity. When applicants with potentially disqualifying criminal histories submit evidence of rehabilitation or mitigation, staff review the documentation and may confirm its authenticity with the issuing agency or individual. Police reports or court documents may also be requested to verify the applicant's statements.

Certificates of Pre-Operator course completion must be submitted with operator examination applications. If staff question a certificate's authenticity, they verify completion through course rosters or direct communication with the course provider.

Applications for field representative and operator licenses must include certification of their training and experience, signed by the qualifying manager or designated licensed operator. If staff identify inconsistencies related to the signature or the applicant's experience, they contact the qualifying manager to confirm the information. For out-of-state experience, applicants must provide a certified license history and a copy of the state's rules and regulations to verify equivalency and experience duration.

Staff review current and prior license files to confirm employment history, license status, enforcement actions, and business associations.

- **What process does the board use to check prior criminal history information, prior disciplinary actions, or other unlawful acts of the applicant? Has the board denied any licenses over the last four years based on the applicant's failure to disclose information on the application, including failure to self-disclose criminal history? If so, how many times and for what types of crimes (please be specific)?**

The Board relies on Criminal Offender Record Information from the Federal Bureau of Investigation and the Department of Justice's Live Scan system, as authorized by BPC § 144 (2018), to review an applicant's criminal history. Additional records from local jurisdictions may be requested as needed.

All license applicants must declare under penalty of perjury whether they have had any professional or vocational license denied, suspended, revoked, or otherwise disciplined by the Board or any other governmental authority; whether they have been notified of pending disciplinary action by another authority; or whether, as a partner, officer, managing employee, or qualifying manager of a business entity, they were aware of and involved in conduct that led to the suspension or revocation of a license or registration. Applicants who answer "yes" to any of these questions must submit a signed, detailed statement. Staff verify the information through internal records and other state licensing databases and may request certified license histories or documentation from other agencies when necessary.

In the past four years, the Board has not denied a license solely due to an applicant's failure to disclose information, including criminal history.

Effective July 1, 2020, and pursuant to Chapter 995, Statutes of 2018 (AB 2138, Chiu), applicants are no longer required to self-disclose criminal history. Providing additional information or mitigation is voluntary. A license is not denied for failure to submit mitigation documentation but may be denied based on the nature of the underlying offense.

- **Does the board fingerprint all applicants?**

Pursuant to BPC §144, all license applicants are required to be fingerprinted for a criminal history background check through the Criminal Offender Record Information program (CORI). Determination of licensure does not occur until CORI information is received and reviewed.

- **Have all current licensees been fingerprinted? If not, explain.**

Pursuant to BPC §144, all current licensees have been fingerprinted.

- **Is there a national databank relating to disciplinary actions? Does the board check the national databank prior to issuing a license? Renewing a license?**

The Board does not use a national databank for disciplinary actions in connection with license issuance or renewal.

- **Does the board require primary source documentation?**

The Board requires primary source documentation for licensing examination results, continuing education course rosters, and Criminal Offender Record Information (CORI) from DOJ.

- **Does the board send No Longer Interested notifications to DOJ on a regular and ongoing basis? Is this done electronically? Is there a backlog? If so, describe the extent and efforts to address the backlog.**

The Board submits No Longer Interested (NLI) notifications to DOJ electronically through the Applicant Agency Justice Connection (AAJC) portal. NLIs are submitted when licenses are canceled due to revocation or surrender, and when a subsequent arrest notification is received for an individual in whom the Board no longer has an interest.

The Board does not submit mass NLIs when licensees cancel due to non-renewal because there is no automated process to identify records that meet eligibility criteria. As a result, a backlog of potentially unnecessary NLI data has accumulated. Before an NLI can be submitted, staff must manually verify across multiple systems that the individual is not a current licensee or applicant and does not hold full or partial ownership or shares in any company with an active or pending registration.

In 2023, the Board transitioned to Connect for examination and licensing functions but continues to rely on its legacy system, CAS, as the official system of record. The prior system (ATS) contained CORI information for licenses issued before the transition, and that data was not converted. Consequently, staff must reference multiple systems to determine NLI eligibility, and an automated solution has not yet been identified.

Addressing the backlog would require a manual review of each individual record to confirm eligibility, an approach that is time-consuming, inefficient, and resource-intensive.

20. Describe the board's legal requirement and process for out-of-state and out-of-country applicants to obtain licensure.

The Board does not have reciprocity.

21. Describe the board's process, if any, for considering military education, training, and experience for purposes of licensing or credentialing requirements, including college credit equivalency.

All applicants must meet the minimum training and experience requirements for the license type for which they apply. All documents are reviewed, and experience evaluated, as to the equivalency of experience under a structural pest control company registered to do business in the State of California.

- **How many applicants offered military education, training or experience towards meeting licensing or credentialing requirements, and how many applicants had such education, training or experience accepted by the board?**

The Board did not receive any applications in which an applicant offered military education, training, or experience toward meeting licensing or credentialing requirements.

- **How many licensees has the board waived fees or requirements for pursuant to BPC § 114.3, and what has the impact been on board revenues?**

The Board has not received any requests for renewal fee or requirement waivers under BPC §114.3, and therefore no impact on board revenues has occurred.

- **How many applications has the board expedited pursuant to BPC § 115.5?**

The Board has not received any requests for expedited processing of applications under BPC §115.5.

Examinations

22. Describe the examinations required for licensure. Is a national examination used? Is a California specific examination required? Are examinations offered in a language other than English? Are interpreters or translation services permitted?

The Board administers seven minimum competency examinations as defined under Title 16, California Code of Regulations § 1940–1940.1. There is no national examination used for licensure. Examinations are offered in English, and interpreters or translation services are not permitted for exam content, though they may be approved solely as a reasonable accommodation to assist with examination instructions and the check-in process.

All examinations are developed by the DCA's Office of Professional Examination Services (OPES) using validated occupational analyses and examination outlines that identify the tasks and knowledge required for safe and competent practice in California.

23. What are pass rates for first time vs. retakes in the past 4 fiscal years? Please include pass rates for all examinations offered, including examinations offered in a language other than English. ***Include a separate data table for each language offered.***

The Board does not offer examinations in any language other than English.

Table 8(a). Examination Data

	License Type	Applicator	Field Rep	Field Rep	Field Rep	Operator	Operator	Operator
	Exam Title	Applicator Exam	Branch 1 FR Exam	Branch 2 FR Exam	Branch 3 FR Exam	Branch 1 OPR Exam	Branch 2 OPR Exam	Branch 3 OPR Exam
FY 2022/23	**# of Candidates**	2456	60	3301	1183	30	427	149
	First Time Pass %	60%	59%	66%	42%	20%	45%	74%
	Retake Pass %	47%	31%	59%	38%	25%	32%	38%
	Overall Pass %	59%	58%	65%	41%	20%	45%	73%
	Overall Fail %	41%	42%	35%	59%	80%	55%	27%
FY 2023/24	**# of Candidates**	2343	59	3196	1163	17	364	111
	First Time Pass %	68%	57%	82%	58%	14%	73%	83%
	Retake Pass %	50%	38%	71%	51%	25%	58%	73%
	Overall Pass %	63%	47%	79%	56%	18%	67%	79%
	Overall Fail %	37%	53%	21%	44%	82%	33%	21%

FY 2024/25	# of Candidates	2551	62	3702	1058	26	345	146
	First Time Pass %	65%	72%	71%	56%	25%	71%	68%
	Retake Pass %	49%	20%	45%	45%	29%	55%	51%
	Overall Pass %	61%	60%	67%	53%	27%	68%	63%
	Overall Fail %	39%	40%	33%	47%	73%	32%	37%
FY 2025/26	# of Candidates	2303	61	3614	1147	20	381	145
	First Time Pass %	67%	60%	67%	54%	40%	54%	56%
	Retake Pass %	47%	53%	48%	42%	20%	49%	37%
	Overall Pass %	62%	57%	62%	50%	30%	51%	49%
	Overall Fail %	38%	43%	38%	50%	70%	49%	51%
	Date of Last OA	2023	2019	2025	2026	2019	2025	2026
	Name of OA Developer	DCA, OPES	DCA, OPES	DCA, OPES	DCA, OPES	DCA, OPES	DCA, OPES	DCA, OPES
	Target OA Date	2029	2028	2031	2032	2028	2031	2032

24. Is the board using computer based testing? If so, for which tests? Describe how it works. Where is it available? How often are tests administered?

The Board uses computer-based testing (CBT) for all licensing examinations, which are administered through PSI Services LLC (PSI). All examinations are delivered in a multiple-choice, closed-book format on computers using secured proctoring software. PSI oversees identity verification, thumbprint check-in, and continuous monitoring through proctors and security cameras. After applicants meet exam eligibility requirements, the Board transmits authorization to PSI, which then provides Candidate Handbooks and enables examinees to schedule appointments online or by phone. Testing is offered Monday through Saturday, with some sites occasionally open on Sundays and evenings, and is available at twenty-two PSI locations throughout California, including Sacramento, Fresno, Hayward, San Francisco, Santa Clara, Santa Rosa, Walnut Creek, Anaheim, Burbank, Riverside, San Diego, Visalia, and Ventura, as well as nineteen additional sites nationwide.

25. Are there existing statutes that hinder the efficient and effective processing of applications and/or examinations? If so, please describe. Has the board approved any amendments, or is the board considering amendments to address the hindrances presented by these statutes?

The Board has not identified any statutes that hinder the efficient and effective processing of applications or examinations. However, through ongoing modernization efforts, the Board is reviewing statutory and regulatory provisions to determine where additional clarity may support greater efficiency in licensing and examination workflows.

As part of this work, the Board approved comprehensive examination regulation amendments to California Code of Regulations sections 1940, 1940.1, 1941, and 1942, effective October 1, 2026, to modernize examination development and administration. These amendments incorporate OPES-validated examination outlines for all license types and align examination requirements with current practice and federal standards.

In addition to these examination updates, the Board also approved amendments to California Code of Regulations sections 1936 and 1936.2, effective July 2025, to streamline and modernize the licensing application process. These amendments updated and cleaned up application requirements to align with current practice and reduce administrative burden.

26. When did the board last conduct an occupational analysis that validated the requirement for a California-specific examination? When does the board plan to revisit this issue? Has the board identified any reason to update, revise, or eliminate its current California-specific examination?

The Board does not utilize a national examination; all seven licensing examinations are California-specific and developed through the occupational analysis (OA) process to ensure that each exam reflects the actual practice of structural pest control within the state. The Board regularly conducts OAs on its examinations and remains current on most OA cycles. These analyses continue to validate the need for California-specific examinations, and the Board has not identified any reason to update, revise, or eliminate its existing California-specific exams.

Field Representative and Operator examinations covering Fumigation (Branch 1) do present longstanding recruitment challenges due to significantly smaller licensee populations and the highly specialized nature of fumigation work. The last completed OA for Branch 1 occurred in 2019, and while the exam remains valid, the Board recognizes the need to bring Branch 1 back into routine OA rotation. Branch 1 recruitment has historically been extremely difficult, as there are far fewer licensed fumigators available statewide to serve as subject-matter experts (SMEs), and participation requires multi-day workshop commitments.

To improve SME participation, the Board first increased SME stipend rates in 2022 after receiving feedback that compensation did not adequately offset time away from work. Beginning in 2024, the Board transitioned from mailed OA surveys to online OA surveys, which eliminated prior access barriers and significantly increased survey reach. In 2024, the Board also began offering continuing education (CE) credit for SME participation in OA surveys to further incentivize involvement.

With these changes implemented, the Board has begun outreach efforts to secure enough fumigation SMEs to complete the Branch 1 OA and is currently up to date with its OA obligations for all other exams. The Board intends to place the Branch 1 OA and relevant workshops on the FY 2027/28 calendar.

School Approvals

27. Describe legal requirements regarding school approval. Who approves your schools? What role does BPPE have in approving schools? How does the board work with BPPE in the school approval process?

The Board does not have statutory authority to approve schools.

28. How many schools are approved by the board? How often are approved schools reviewed? Can the board remove its approval of a school?

N/A

29. What are the board's legal requirements regarding approval of international schools?

N/A

Continuing Education/Competency Requirements

30. Describe the board's continuing education/competency requirements, if any. Describe any changes made by the board since the last review.

The Board's continuing education requirements are established in section 1950 of Title 16 of the California Code of Regulations and require licensees to complete Board-approved coursework during each three-year renewal cycle. The number and type of hours required depend on the license held and the branches in which the licensee is authorized to practice.

In prior years, Business and Professions Code sections 8593 and 8593.1 allowed licensees to renew by examination in lieu of completing continuing education. However, the statute was amended to eliminate the challenge-exam provision effective January 1, 2025, and statute now requires all licensees to complete continuing education as the only lawful method of renewal. The Board has not made changes to the CE hour requirements since the last review, but it has updated its renewal procedures to reflect the statutory repeal of the exam-in-lieu-of-CE option.

Continuing Education			
Type	**Frequency of Renewal**	**CE Hours Required Each Cycle**	**Percentage of Licensees Audited**
Applicator	3 years	12	2%
Field Rep. licensed in one branch	3 years	16	3%
Field Rep. licensed in two branches	3 years	20	3%
Field Rep. licensed in three branches	3 years	24	3%
Operator licensed in one branch	3 years	16	6%
Operator licensed in two branches	3 years	20	6%
Operator licensed in three branches	3 years	24	6%

- **How does the board verify CE or other competency requirements? Has the board worked with the Department to receive primary source verification of CE completion through the Department's cloud?**

The Board verifies continuing education (CE) requirements by reviewing CE certificates submitted by licensees and cross-referencing them with attendance rosters provided by continuing education providers. With the Board's recent transition to online renewals, licensees now upload their CE certificates at the time of renewal, and all documents uploaded into Connect are stored in the Department's cloud-based document repository. This enables the Board to efficiently collect and maintain documentation for audit purposes.

Continuing education providers are required to submit attendance rosters within five working days after each course is conducted, and the Board is in the process of transitioning these submissions to an online-based secure form upload system.

The Board has not yet implemented primary-source verification of CE through the Department's cloud; however, the Board expects to work with DCA on developing this functionality as part of future Connect enhancements.

- **Does the board conduct CE audits of licensees? Describe the board's policy on CE audits.**

The Board conducts CE audits on an annual basis to ensure compliance with CE requirements. In April 2026, the Board transitioned to a fully online renewal application, which now requires all licensees to upload their CE certificates at the time of renewal. Following each renewal cycle, the Board generates a list of all licensees who renewed and randomly selects a set percentage for audit. Those selected are reviewed using the CE certificates submitted during renewal and the attendance rosters provided by CE providers, with provider follow-up conducted when necessary.

- **What are consequences for failing a CE audit?**

When a licensee fails a CE audit, the Board may refer the matter for enforcement action. Consequences vary depending on the severity of the violation, but most failed audits result in the issuance of a citation that includes an order of abatement requiring the licensee to complete the outstanding continuing education within a specified timeframe. Failure to comply with the order of abatement may lead to further disciplinary action, including formal discipline when warranted.

- **How many CE audits were conducted in the past four fiscal years? How many fails? What is the percentage of CE failure?**

Over the past four fiscal years, the Board audited a total of 1,843 renewals, resulting in a combined total of 255 failures, with a failure rate of approximately 17%.

Continuing Education Audits

Fiscal Year	License Type	Number Audited	Number Failed	Failure Rate
2022/23	Applicator	92	15	16%
	Field Representative	411	66	16%
	Operator	222	15	7%
2023/24	Applicator	91	16	18%
	Field Representative	401	62	15%
	Operator	249	22	9%
2024/25	Applicator	18	7	39%
	Field Representative	100	24	24%
	Operator	77	6	8%
2025/26	Applicator	15	4	27%
	Field Representative	97	14	14%
	Operator	70	4	6%

- **Who approves CE courses? What is the board's course approval policy?**

Pursuant to section 1953 of The California Code of Regulations, CE providers and courses are approved by the Board pursuant to section 1953. Providers must submit applications for course approval on Board-prescribed forms, pay required fees, and receive approval before offering a course unless the Registrar grants an exception. Providers must notify the Board at least 30 days prior to presenting an approved course and must submit attendance rosters within five working days after the course is conducted.

Approved CE courses must satisfy the requirements outlined in section 1953, including:

- Being directly related to the field of structural pest control.
- Being provided by an institution, association, university, or other entity responsible for the entire course program.
- Consisting of a formal program of learning that requires attendance and participation, at least one hour of instruction, a syllabus or outline of curriculum, and issuance of a certificate of completion.
- Being conducted by an instructor who meets at least two qualifying experience criteria (such as relevant training, recent work experience, prior teaching experience, post-secondary study, authorship, or credentialed instruction).
- Not focusing solely on the policies or procedures of a single firm.
- Include a written examination administered at the end of the course, consisting of ten questions per hour of instruction, with a required passing score of at least 70%.
- Aligning with the required hour value system, as identified in Section 1950.5.

- **Who approves CE providers? If the board approves them, what is the board's application review process?**

The Board approves CE providers in accordance with section 1953 of the California Code of Regulations. Providers must submit an application on Board-prescribed forms along with the required fees, and these applications must be received at least 60 days before the course is presented unless the Registrar grants an exception. Providers are also required to notify the Board 30 days prior to offering any approved activity and must submit attendance rosters within five working days after each course. Approvals generally remain valid for three years unless withdrawn by the Board, which may do so for good cause after providing notice and an opportunity for the provider to respond.

To be approved, CE activities must relate directly to structural pest control, be offered by an organization that assumes full responsibility for the program, and include a formal course structure requiring attendance, at least one hour of instruction, a syllabus, and a certificate of completion. Courses must be taught by instructors who meet at least two qualifying experience criteria, and no course may focus solely on the policies or procedures of a single firm.

How many applications for CE providers and CE courses were received? How many were approved?

Over the past 4 years, the Board received 29 applications for continuing education (CE) provider approval and approved 29 of them. The Board received 1,437 CE course applications and approved 1,434 courses. The table below reflects the breakdown of continuing education applications received and approved for each fiscal year.

Continuing Education Provider/Course Approvals				
Fiscal Year	**CE Providers Received**	**CE Providers Approved**	**CE Courses Received**	**CE Courses Approved**
2022/23	11	11	341	341
2023/24	6	6	337	335
2024/25	4	4	459	458
2023/24	8	8	300	300

- **Does the board audit CE providers? If so, describe the board's policy and process.**

The Board audits CE providers to ensure compliance with the regulatory requirements. Historically, the Board audited a portion of providers through in-person course observations, curriculum review, and verification of attendance rosters. Since the last Sunset Review, staffing transitions have reduced the number of formal onsite audits, but the Board has strengthened oversight in other ways. CE review responsibilities were moved from Enforcement into the Licensing Unit, allowing staff to more closely evaluate CE submissions, rosters, course notifications, and approval materials as part of regular licensing workflows. A dedicated Licensing Specialist is now reestablishing a routine audit schedule so formal provider audits resume consistently.

- **Describe the board's effort, if any, to review its CE policy for purpose of moving toward performance-based assessments of the licensee's continuing competence.**

The Board has not formally revised its CE policy to adopt a performance-based continuing competence model. At this time, the Board continues to rely on a traditional CE structure and has not identified a need to transition to performance-based assessments. The Board periodically reviews CE requirements in the context of industry developments, enforcement trends, and stakeholder feedback, and will consider performance-based approaches in the future if they become appropriate for the profession or would demonstrably improve public protection.

Section 4 – Enforcement Program

31. What are the board's performance targets/expectations for its enforcement program? Is the board meeting those expectations? If not, what is the board doing to improve performance?

The Board meets all performance targets.

Performance Measure	*Target*	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
Average Time at Intake (from receipt of complaint/conviction to closure or referral for investigation) – PM2	***10***	8	5	3	3
Average number of days to complete closed cases not resulting in formal discipline – PM3	***180***	159	80	96	113
Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases which had gone to the Formal Discipline – PM4	***540***	290	200	293	398

32. Referring to *Table 9., Enforcement Statistics*, explain trends in enforcement data and the board's efforts to address any increase in volume, timeframes, ratio of closure to pending cases, or other challenges. What are the performance barriers? What improvement plans are in place? What has the board done and what is the board going to do to address these issues, i.e., process efficiencies, regulations, BCP, legislation?

After reviewing the enforcement data in Table 9, the Board does not identify any meaningful trends or changes in enforcement activity. The apparent variations in case counts result solely from improvements in tracking and reporting beginning in FY 2023–24, when the Enforcement Unit implemented DCA-recommended changes to enter all subsequent arrests, convictions, and citations into the CAS system. Because these items were not previously captured in CAS, their inclusion reflects a more accurate record of workload rather than any increase in enforcement demand, case complexity, or industry violations.

There are currently no increases in volume, no delays in case processing, no challenges related to pending cases, and no performance barriers requiring corrective measures. Existing processes are functioning as intended, and the Enforcement Unit does not identify the need for immediate operational improvements or resource expansions.

Table 9. Enforcement Statistics

	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
COMPLAINTS				
Intake				
Received	268	467	512	593
Closed without Referral for Investigation	0	1	0	0
Referred to INV	290	470	511	594
Pending (close of FY)	0	0	1	0
Conviction / Arrest				
CONV Received	981	523	424	419

CONV Closed Without Referral for Investigation	835	215	164	172
CONV Referred to INV	12	299	266	248
CONV Pending (close of FY)	134	5	4	3
Source of Complaint[3]				
Public	208	252	259	415
Licensee/Professional Groups	37	37	24	15
Governmental Agencies	981	525	436	419
Internal	10	169	216	163
Other	3	1	0	0
Anonymous	10	6	1	0
Average Time to Refer for Investigation (from receipt of complaint/conviction to referral for investigation)	2	3	2	2
Average Time to Closure (from receipt of complaint/conviction to closure at intake)	160	81	97	113
Average Time at Intake (from receipt of complaint/conviction to closure or referral for investigation)	2	3	2	2
INVESTIGATION				
Desk Investigations				
Opened	283	744	753	836
Closed	202	547	626	772
Average Days to Close (from assignment to investigation closure)	45	49	74	122
Pending (close of FY)	34	161	219	216
Non-Sworn Investigation				
Opened	73	70	69	66
Closed	94	87	68	71
Average Days to Close (from assignment to investigation closure)	414	309	323	372
Pending (close of FY)	69	52	53	47
Sworn Investigation				
Opened	N/A	N/A	N/A	N/A
Closed	N/A	N/A	N/A	N/A
Average Days to Close (from assignment to investigation closure)	N/A	N/A	N/A	N/A
Pending (close of FY)	N/A	N/A	N/A	N/A
All investigations[4]				
Opened	283	742	777	842
Closed	296	634	720	851
Average Days for All Investigation Outcomes (from start investigation to investigation closure or referral for prosecution)	162	81	97	142
Average Days for Investigation Closures (from start investigation to investigation closure)	159	82	98	141
Average Days for Investigation When Referring for Prosecution (from start investigation to referral for prosecution)		91	164	
Average Days from Receipt of Complaint to Investigation Closure	159	82	98	141
Pending (close of FY)	103	213	272	263
DIVISION OF INVESTIGATION[5]				

[3] Source of complaint refers to complaints and convictions received. The summation of intake and convictions should match the total of source of complaint.
[4] The summation of desk, non-sworn, and sworn investigations should match the total of all investigations.
[5] Include if applicable and able to obtain data.

Average Days to Refer to Division of Investigation (from complaint receipt to referral for investigation)	N/A	N/A	N/A	N/A
Average Days for Division of Investigation to Complete (from DOI receipt to return to program of referral)	N/A	N/A	N/A	N/A
Average Days from Return to Referral to AG (from DOI investigation to AG referral)	N/A	N/A	N/A	N/A
CITATION AND FINE				
Citations Issued	165	187	69	188
Average Days to Complete (from complaint receipt / inspection conducted to citation issued)	87	127	73	119
Amount of Fines Assessed	$145,177	$178,305	$75,500	$202,215
Amount of Fines Reduced, Withdrawn, Dismissed	$8,050	$9,200	$3,500	$11,000
Amount Collected	$44,025	$120,251	$82, 486	$81,479
CRIMINAL ACTION				
Referred for Criminal Prosecution	0	1	1	0
ACCUSATION				
Accusations Filed	15	15	12	16
Accusations Declined	0	0	0	0
Accusations Withdrawn	0	0	0	2
Accusations Dismissed	0	0	0	0
Average Days from Referral to Accusations Filed (from AG referral to Accusation filed)				
INTERIM ACTION				
ISO & TRO Issued	0	0	0	0
PC 23 Orders Issued	0	0	0	0
Other Suspension/Restriction Orders Issued	0	0	0	0
Referred for Diversion	N/A	N/A	N/A	N/A
Petition to Compel Examination Ordered	N/A	N/A	N/A	N/A
DISCIPLINE				
AG Cases Initiated (cases referred to the AG in that year)	23	20	31	22
AG Cases Pending Pre-Accusation (close of FY)	N/A	3	3	1
AG Cases Pending Post-Accusation (close of FY)	N/A	17	17	20
DISCIPLINARY OUTCOMES				
Revocation	11	9	10	11
Surrender	5	1	3	7
Suspension only	0	0	0	0
Probation with Suspension	6	0	0	0
Probation only	15	0	15	1
Public Reprimand / Public Reproval / Public Letter of Reprimand	0	0	0	0
Other	0	0	0	0
DISCIPLINARY ACTIONS				
Proposed Decision	4	4	6	3
Default Decision	8	5	7	10
Stipulations	9	1	6	7
Average Days to Complete After Accusation (from Accusation filed to imposing formal discipline)	389	432	565	535
Average Days from Closure of Investigation to Imposing Formal Discipline	306	300	328	237
Average Days to Impose Discipline (from complaint receipt to imposing formal discipline)	420	432	520	538
PROBATION				
Probations Completed	31	34	34	35
Probationers Pending (close of FY)	114	96	100	78
Probationers Tolled *	N/A	N/A	N/A	N/A

Petitions to Revoke Probation / Accusation and Petition to Revoke Probation Filed	2	3	2	0
SUBSEQUENT DISCIPLINE[6]				
Probations Revoked	4	3	0	1
Probationers License Surrendered	0	0	1	0
Additional Probation Only	1	0	0	0
Suspension Only Added	0	0	0	0
Other Conditions Added Only	0	0	0	0
Other Probation Outcome	0	0	0	0
SUBSTANCE ABUSING LICENSEES **				
Probationers Subject to Drug Testing	N/A	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A	N/A
PETITIONS				
Petition for Termination or Modification Granted	1	1	0	1
Petition for Termination or Modification Denied	0	0	0	0
Petition for Reinstatement Granted	5	1	4	2
Petition for Reinstatement Denied	2	3	1	2
DIVERSION **				
New Participants	N/A	N/A	N/A	N/A
Successful Completions	N/A	N/A	N/A	N/A
Participants (close of FY)	N/A	N/A	N/A	N/A
Terminations	N/A	N/A	N/A	N/A
Terminations for Public Threat	N/A	N/A	N/A	N/A
Drug Tests Ordered	N/A	N/A	N/A	N/A
Positive Drug Tests	N/A	N/A	N/A	N/A

Table 10. Enforcement Aging

	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26	Cases Closed	Average %
Investigations (Average %)						
Closed Within:						
90 Days	192	495	470	570	1727	69%
91 – 180 Days	31	89	104	52	276	12%
181 – 1 Year	26	42	67	86	221	9%
1 – 2 Years	32	34	50	97	213	9%
2 – 3 Years	17	2	3	38	60	1%
Over 3 Years	0	0	0	0	0	0%
Total Investigation Cases Closed	**296**	**662**	**696**	**838**	**2492**	**100%**
Attorney General Cases (Average %)						
Closed Within:						
0 – 1 Year	10	8	17	19	54	65%
1 – 2 Years	8	3	2	13	26	31%
2 – 3 Years	2	0	1	0	3	4%
3 – 4 Years	0	0	0	0	0	0%
Over 4 Years	0	0	0	0	0	0%
Total Attorney General Cases Closed	**20**	**11**	**20**	**32**	**83**	**100%**

33. What do overall statistics show as to increases or decreases in disciplinary action since last review?

[6] Do not include these numbers in the Disciplinary Outcomes section above.

Overall, formal disciplinary activity has decreased since the prior sunset review. Total formal discipline actions (revocations, surrenders, and probation orders) were significantly lower in FY 2022/23–2025/26 than in FY 2019/20–2021/22. Revocations fell by approximately 64%, and probation actions declined substantially, while surrenders remained relatively stable. Adjudicative outcomes such as stipulations and default decisions dropped sharply, each by about 70%. These reductions correspond with a smaller disciplinary pipeline; accusations filed decreased by roughly 50%, and referrals to the AG's Office also declined. This shift aligns with programmatic changes, including modifications to how continuing-education (CE) failures are addressed.

A portion of the decrease in disciplinary activity is directly tied to the current Executive Officer's decision to stop filing accusations for CE failures. CE violations are administrative in nature and do not typically involve consumer harm, so pursuing full accusations was not an efficient or proportional enforcement approach. Addressing CE failures through citations, education completion, or other administrative remedies allows the Board to redirect resources toward higher-risk cases, such as negligence, pesticide misapplication, failure to report conditions, and unlicensed practice, resulting in a more meaningful and consumer-focused disciplinary pipeline. This change also explains the significant reduction in accusations filed and related disciplinary outcomes observed in the current review period.

- **Please explain any challenges contributing to unmet performance targets, such as outlier cases, procedural barriers, difficulties in obtaining evidence, etc.**

The Board has met all performance targets. There are no identified challenges, barriers, or outlier cases contributing to delayed processing or unmet goals.

34. How are cases prioritized? What is the board's compliant prioritization policy?

The Board's case prioritization policy aligns with the DCA's guidelines and is appropriate for the license population under its oversight. Cases are assigned a priority level within three categories: urgent, high priority, and routine. Urgent cases encompass incidents such as fumigation deaths, arrests or convictions, and reports of elder abuse or significant financial harm. High-priority cases involve probation violations, unlicensed activities resulting in moderate financial damage, or instances of fraud. Routine cases pertain to advertising infractions, improper inspections, and situations characterized by minimal or no financial loss.

- **Please provide a brief summary of the board's formal discipline.**

The Board initiates formal disciplinary action by filing a Statement of Issues or an Accusation when a licensee or company is alleged to have violated the Structural Pest Control Act or related regulations. These filings may arise from a variety of issues, including criminal convictions, aiding and abetting unlicensed pest control activity, gross negligence, work performed in a substandard or unprofessional manner, pesticide misapplication, failure to conduct a bona fide inspection, and failure to report identified conditions.

Once an Accusation is filed, the Board may pursue an administrative hearing or work toward a stipulated settlement that ensures appropriate and meaningful discipline while maintaining fairness. The specific direction of the case often depends on the corrective actions or mitigating evidence submitted by the licensee or company.

Disciplinary outcomes can include probation, cost recovery, restitution to affected consumers, retaking licensing examinations, or completion of additional continuing education. During probation,

the Board performs periodic inspections to verify compliance with all statutes, regulations, and probationary terms. If a probationer fails to comply, the Board refers the matter to the AG's Office for further disciplinary action.

35. Are there mandatory reporting requirements? For example, requiring local officials or organizations, or other professionals to report violations, or for civil courts to report to the board actions taken against a licensee. Are there problems with the board receiving the required reports? If so, what could be done to correct the problems?

Penal Code section 11105 outlines a protocol under which the Department of Justice (DOJ) reports to the Board when applicants, registrants, or licensees are arrested or convicted of crimes. In these cases, the DOJ notifies the Board of the individual's identity as well as specific details related to the arrest or conviction.

- **What is the dollar threshold for settlement reports received by the board?**

  N/A

- **What is the average dollar amount of settlements reported to the board?**

  N/A

36. Describe settlements the board, and Office of the Attorney General on behalf of the board, enter into with licensees.

In lieu of an administrative hearing, licensees may elect to resolve their disciplinary matters through a stipulated settlement. Such settlements outline disciplinary terms and conditions, which may include probation, license revocation, or voluntary surrender of the license. While the AG's Office initiates settlement negotiations, the Executive Officer reviews and coordinates with the AG's office to ensure that all disciplinary measures align with the Board's established guidelines before any terms are presented to the licensee.

- **What is the number of cases, pre-accusation, that the board settled for the past four years, compared to the number that resulted in a hearing?**

The Board does not settle cases pre-accusation.

- **What is the number of cases, post-accusation, that the board settled for the past four years, compared to the number that resulted in a hearing?**

Over the past four years the Board has settled 24 cases and 10 resulted in a hearing.

Post Accusation Settlements and Hearings				
	FY 2022/23	**FY 2023/24**	**FY 2024/25**	**FY 2025/26**
Stipulated Settlements	9	1	6	7
Hearings Held	4	4	2	0

- **What is the overall percentage of cases for the past four years that have been settled rather than resulted in a hearing?**

Over the past four years, the Board settled 80% of cases rather than going to a hearing.

37. Does the board operate with a statute of limitations? If so, please describe and provide the citation. If so, how many cases have been lost due to statute of limitations? If not, what is the board's policy on statute of limitations?

The statute of limitations authority is outlined in BPC §8621. All complaints against licensees or registered companies must be submitted to the Board within two years following the alleged act or omission that forms the basis for disciplinary action. The term "act or omission" is generally determined from the date of inspection, the signing of a contract, or completion of treatment or repairs. For cases involving allegations of fraud, the Board maintains jurisdiction for four years after the commission of the fraudulent act or omission.

The Board is required to file an accusation, initiating disciplinary action to suspend or revoke a license or registration, within eighteen months of the filing of the complaint with the board. However, for accusations involving alleged violations of BPC §8637, an accusation may be filed up to two years after the Board discovers facts constituting fraud or misrepresentation.

38. Describe the board's efforts to address unlicensed activity and the underground economy.

The Board regularly investigates unlicensed activity including cases involving individuals operating with suspended, inactive, or revoked licenses. Analysts in the Enforcement Unit proactively monitor online activity for advertisements related to pest control services. When an entity is identified as practicing without proper licensure from the Board, a complaint case is initiated and investigated.

Cite and Fine

39. Discuss the extent to which the board utilizes cite and fine authority. Discuss any changes from last review and describe the last time regulations were updated and any changes that were made. Has the board increased its maximum fines to the $5,000 statutory limit? Does the board have authority to issue fines greater than $5,000? If so, under what circumstances?

The Board uses cite-and-fine authority under California Code of Regulations section 1920, originally effective September 12, 1998. This authority allows the Board to address minor and moderate violations through administrative citations, with or without fines, rather than pursuing formal disciplinary action. Using citations provides a proportionate enforcement tool and reduces costs to the state, since formal discipline cases are significantly more resource-intensive.

A single case may result in multiple citations, particularly when several licensees or employees participate in the same inspection or job. Citations can be issued to the individual licensees involved, the company, and the qualifying managers.

Section 1920 was amended effective September 1, 2013, increasing the Board's maximum fine authority from $2,500 to the statutory limit of $5,000, which the Board now uses when appropriate. The Board does not have authority to issue fines greater than $5,000, as the Structural Pest Control Act caps administrative citation fines at that statutory maximum.

40. How is cite and fine used? What types of violations are the basis for citation and fine?

The Board uses cite and fine as a proportionate enforcement tool to address minor or moderate violations that do not warrant formal discipline such as probation, suspension, or revocation. This approach allows the Board to maintain strong consumer protection while efficiently resolving lower-level compliance issues and preserving resources for more serious enforcement matters.

- Applied when a violation is established but does not rise to the level of formal disciplinary action.
- Provides an opportunity for corrective action and education, ensuring the licensee or company understands the deficiency and how to prevent recurrence.
- Serves as a deterrent by documenting violations in the licensee's or company's enforcement history.
- Promotes transparency, as citation and fine records are publicly available, giving consumers insight into a licensee's compliance with structural pest control laws.

Citations are typically issued for violations that present limited risk to consumers but still require correction, including documentation or reporting issues such as incomplete or inaccurate inspection reports or failure to report conditions. Other common bases for citations include inspection-related violations, like failure to perform a bona fide inspection or incomplete notices of work completed; pesticide-related technical violations; unlicensed activity related violations, including aiding and abetting unlicensed practice or advertising beyond the scope of licensure; administrative or renewal-related issues such as continuing-education deficiencies; and other technical compliance violations where public risk is minimal but correction is necessary.

41. How many informal office conferences, Disciplinary Review Committees reviews and/or Administrative Procedure Act appeals of a citation or fine has the board held or requested in the last 4 fiscal years?

Informal Conferences, DRC, and Administrative Hearings Requested				
	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
Informal Conferences	9	7	4	10
Disciplinary Review Committee	0	0	1	0
Administrative Hearings	0	0	0	1

42. What are the five most common violations for which citations are issued?

1. BPC §8593: Continuing Education Violations
2. BPC §8516/§8518: Inspection/Completion Report Violations
3. BPC §8506.2: Qualifying Manager Failed to Supervise
4. BPC §8505.17: Failure to File Monthly Pesticide Use Reports

43. What is average fine pre- and post- appeal? (pending direction from DCA)

Average Citation Fine Pre and Post Appeal				
	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
Pre-Appeal				
Post-Appeal				

44. Describe the board's use of Franchise Tax Board intercepts to collect outstanding fines. If the board does not use Franchise Tax Board intercepts, describe the rationale behind that decision and steps the board has taken to increase its collection rate.

Unpaid fines resulting from citations and disciplinary orders that are not paid within the required timeframe, the Board submits the licensee's information to the Franchise Tax Board (FTB) for inclusion in the FTB Offset Program. Before any referral occurs, the Board issues three successive notices to the licensee, providing multiple opportunities to resolve the outstanding balance and ensure due process.

The FTB intercept process serves as an essential tool for improving the Board's collection of unpaid fines and cost recovery, particularly in cases where a licensee is no longer actively engaged with the renewal process.

Cost Recovery and Restitution

45. Describe the board's efforts to obtain cost recovery. Discuss any changes from the last review.

The Board pursues cost recovery in all formal disciplinary matters submitted to the AG's Office unless extraordinary circumstances exist. Under the Structural Pest Control Act, the Board may request that the Administrative Law Judge (ALJ) order the respondent to pay all or part of the reasonable and actual costs of investigation and prosecution. These costs typically include investigative staff time and expenses incurred through the AG's Office.

During settlement negotiations, the Board seeks cost recovery as part of any stipulated agreement while also balancing fairness to the respondent. The Board may reduce or waive cost recovery when the respondent demonstrates good cause, such as when repayment would impede their ability to fulfill restitution owed to a consumer or when the immediate surrender of a license is deemed to be in the interest of justice. In surrender cases, cost recovery may become due if and when the respondent petitions for reinstatement.

When a matter proceeds to hearing, the ALJ determines the appropriate level of cost recovery based on the evidence, testimony, and findings of fact. If the ALJ orders a different amount than what the Board requested, the Board is bound by that determination unless it elects to non-adopt the proposed decision in its entirety. Historically, the Board has avoided taking such action solely on the issue of cost recovery, reserving non-adoption for cases involving broader legal concerns.

The Board monitors unpaid cost recovery through its probation program and refers delinquent balances to the Franchise Tax Board Offset Program when appropriate. Respondents must satisfy all cost recovery obligations before probation can be successfully completed, ensuring accountability and reinforcing the principle that enforcement costs should not be borne solely by the licensee population.

There have been no changes to the Board's cost recovery process since the previous review.

46. How many and how much is ordered by the board for revocations, surrenders and probationers? How much do you believe is uncollectable? Explain.

The Board's cost recovery orders vary depending on the nature of the disciplinary action and the investigative and prosecutorial resources required for each matter. Cost recovery typically reflects investigation costs and expenses incurred through the AG's Office. The Board pursues cost recovery in all formal disciplinary cases unless extraordinary circumstances warrant reduction or waiver.

Revocations
Over the past four fiscal years, four revocation cases included cost recovery orders totaling $44,352.53. Cost recovery associated with revocations is generally uncollectable, as these respondents no longer hold an active license and often have no incentive or ability to make payment. Unpaid amounts are referred to the FTB for collection through the FTB Offset Program.

Surrenders
During the same period, ten surrender cases included cost recovery orders totaling $54,401.40. These amounts are not immediately collectable and become due only if the respondent later seeks reinstatement of their license. For this reason, cost recovery tied to surrenders is largely contingent, and the Board recognizes most of these amounts as currently uncollectable unless reinstatement occurs.

Probationers
Cost recovery is most commonly collected in probation cases. Over the last four fiscal years, twenty probation cases resulted in cost recovery orders. These amounts are generally collectable, as respondents are required to remain on probation until cost recovery is paid in full. Probationers have a strong incentive to comply in order to complete probation and return to unrestricted practice.

Cost Recovery Totals (FY 2022/23 – FY 2025/26)
The Board's cost recovery activity over the past four fiscal years is summarized in Table 11 below. These figures reflect steady collection rates for probationary cases and expected limitations in recovery from revocation and surrender matters. Overall, cost recovery continues to serve as an important enforcement tool, ensuring respondents bear the financial responsibility for violations while protecting the broader licensee population from subsidizing enforcement costs.

47. Are there cases for which the board does not seek cost recovery? Why?

The Board pursues cost recovery in all formal disciplinary cases.

48. Describe the board's use of Franchise Tax Board intercepts to collect cost recovery. If the board does not use Franchise Tax Board intercepts, describe methods the board uses to collect cost recovery.

The Board utilizes the FTB Offset Program as a key mechanism for collecting unpaid cost recovery. When a respondent fails to pay cost recovery within the required timeframe, or when a license has been cancelled or surrendered and remains unpaid, the Board refers the outstanding balance to FTB for intercept. This process enables recovery of debt through state tax refunds, lottery winnings, or other state-issued payments.

Before submitting a debt to FTB, the Board issues a series of notices to the respondent, providing multiple opportunities to resolve the outstanding balance and ensuring due process. Cost recovery owed by probationers is actively monitored through the probation program, and in most cases, repayment is completed before probation can be terminated. Amounts associated with revocations and surrenders are often uncollectable unless a respondent seeks reinstatement, at which point the Board requires cost recovery as a condition of restoration.

The Board's use of the FTB intercept process strengthens enforcement, reduces the number of delinquent accounts, and ensures that individuals responsible for violations, not the broader licensee population, bear the costs of investigation and prosecution.

Table 11. Cost Recovery[7]				(list dollars in thousands)
	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
Total Enforcement Expenditures	$1,852	$1,901	$1,992	$2,113
Potential Cases for Recovery *	15	17	12	16
Cases Recovery Ordered	10	2	5	4
Amount of Cost Recovery Ordered	$134	$6	$69	$9
Amount Collected	$83	$24	$37	$53

* "Potential Cases for Recovery" are those cases in which disciplinary action has been taken based on violation of the license practice act.

49. Describe the board's efforts to obtain restitution for individual consumers, any formal or informal board restitution policy, and the types of restitution that the board attempts to collect, i.e., monetary, services, etc. Describe the situation in which the board may seek restitution from the licensee to a harmed consumer.

The Board seeks restitution when verified consumer harm results from structural pest control activity, inspection deficiencies, or violations of the Structural Pest Control Act. Restitution is intended to ensure that consumers are made whole for losses directly caused by a licensee's conduct. Although the Board does not have a standalone restitution policy, restitution is routinely incorporated into disciplinary outcomes, settlement agreements, and orders of abatement when supported by evidence.

The Board may require restitution under the following circumstances:

- Ordered by an Administrative Law Judge as part of a formal disciplinary decision.
- When a consumer has an unsatisfied civil judgment against the licensee arising from structural pest control services.
- Based on verified repair estimates from other licensed companies demonstrating necessary corrective work caused by the respondent's actions or omissions.
- Following confirmation of financial loss identified during a Board investigation, including field inspections conducted by Board investigators.
- When a consumer paid more than the reasonable value of services, with restitution reflecting the difference between what was paid and what was properly performed.
- As a condition of a stipulated settlement, especially in cases involving negligence, substandard work, or failure to complete contracted repairs.
- As part of an order of abatement, requiring the respondent to correct deficiencies or compensate a consumer for costs incurred due to noncompliance.
- In negligence cases involving unpaid obligations to consumers, suppliers, subcontractors, or employees when the failure to pay relates to structural pest control work.
- When restitution is ordered by a court in administrative, civil, or criminal proceedings; the Board monitors compliance and ensures repayment before a respondent may practice or before licensure is reinstated.
- When a licensee is on probation, restitution obligations must be satisfied as a condition of completing probation.
- As a requirement for reinstatement of a surrendered or revoked license, ensuring outstanding consumer harm is remedied before the licensee reenters practice.

Restitution may include monetary reimbursement, payment for corrective repairs, or resolution of improper liens or financial encumbrances placed on a consumer's property. These remedies address losses stemming from inaccurate or incomplete inspection reports, failure to disclose conditions,

[7] Cost recovery may include information from prior fiscal years.

improperly performed structural repairs, or work agreements that financially disadvantage the consumer.

Through these efforts, the Board ensures that consumers receive appropriate compensation for verified harm, reinforces accountability among licensees, and upholds the integrity of the structural pest control profession.

Table 12. Restitution (list dollars in thousands)

	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26
Amount Ordered	$19	$ 0	$ 0	$ 1
Amount Collected	$ 4	$ 6	$ 0	$ 0

Section 5 –
Public Information Policies

50. How does the board use the internet to keep the public informed of board activities? Does the board post meeting materials online? When are they posted? How long do they remain on the board's website? When are draft meeting minutes posted online? When does the board post final meeting minutes? How long do meeting minutes remain available online?

The Board uses its website and social media channels to keep the public informed of all Board activities. The website is updated regularly with meeting announcements, materials, and other public information. Board meeting materials are posted online at least ten (10) days before each meeting, and archived materials dating back to January 2002 remain available on the site. Final minutes are posted once they are approved at the following scheduled meeting.

In addition to the website, the Board uses its social media platforms, Facebook and Instagram, to reach both consumers and licensees. These channels are used to share meeting announcements, licensing reminders, consumer alerts, enforcement updates, and educational content related to structural pest control. Social media provides the Board with an additional, timely way to disseminate information, expand outreach efforts, and engage with the public in a more accessible format.

51. Does the board webcast its meetings? What is the board's plan to webcast future board and committee meetings? How long will archived webcast meetings remain available online?

All Board and committee meetings are webcast and made available to the public through the Board's website and the Board's YouTube channel. The Board will continue to webcast all meetings to ensure broad access and transparency. Archived webcast recordings posted on YouTube are not removed by the Board and remain available indefinitely.

Since the COVID-19 pandemic, the Board has also incorporated WebEx into all meetings. This platform allows members of the public to join remotely using a computer, mobile device, telephone, or video system and to participate in public comment. WebEx access links are included on each meeting agenda and posted on the Board's website, ensuring that stakeholders can easily locate and join meetings regardless of location.

52. Does the board establish an annual meeting calendar and post it on the board's web site?

The Board does not currently post an annual meeting calendar on its website. In recent years, frequent changes in member availability and ongoing quorum challenges have made it impractical to set a full year of meeting dates in advance. To ensure all members can participate and the Board can conduct its business effectively, meeting dates are instead scheduled a few months ahead of each meeting. Proposed dates are circulated to all Board members in advance so the Board can confirm a date that ensures quorum. Once finalized, meeting dates are posted on the Board's website as part of the official meeting notice.

53. Is the board's complaint disclosure policy consistent with DCA's *Recommended Minimum Standards for Consumer Complaint Disclosure*?

Yes, the Board's complaint disclosure policy is consistent with DCA's *Recommended Minimum Standards for Consumer Complaint Disclosure*.

- **Does the board post accusations and disciplinary actions consistent with BPC § 27, if applicable?**

The Board follows the complaint disclosure policies of the DCA. The Board posts accusations and disciplinary actions consistent with BPC section 27.

- **Does the board post complaint data on its website? If so, please provide a brief description of each data point reported on the website along with any statutory or regulatory authorization.**

The Board posts Enforcement Statistics on its website by fiscal year, which include:

- Complaints Received
- Referred for Investigation
- Cases Referred to the AG's Office
- Disciplinary Findings (Accusations filed, Statement of Issues filed)
- Accusation and Statement of Issues Withdrawals or Dismissals
- Disciplinary Outcomes
- Decisions by Violation Type

- **Does the board post citations for unlicensed practice on its website?**

The Board does not currently post citations for unlicensed practice on its website. However, the Board is actively working toward implementing a process to make this information publicly available. This effort includes evaluating citation procedures, developing a consistent posting format, and ensuring compliance with applicable laws and regulations.

54. What information does the board provide to the public regarding its licensees (i.e., education completed, awards, certificates, certification, specialty areas, disciplinary action, etc.)?

The Board provides the public with licensing and enforcement information through the DCA license lookup system and the Board's website, the following information is available for all licensees and registrants:

- Licensee name
- Address of record (for establishments only)
- License status
- License type
- Issue date
- Expiration date
- Disciplinary and enforcement actions

The Board does not provide additional details such as education completion, awards, or specialty areas, as these categories are not part of the structural pest control licensing framework. The Board focuses on providing the required licensing and enforcement information that is most relevant to consumers and aligned with statutory requirements.

55. What methods does the board use to provide consumer outreach and education?

The Board uses multiple communication platforms, including its website and social media channels (Facebook, Twitter, and Instagram), to provide consumer education, industry updates, and important

regulatory information. The Board also uses ListServ email distribution to send announcements and alerts to stakeholders; anyone may subscribe through the Board's website.

Board staff participate in a variety of consumer and professional outreach activities, including presentations at Board and committee meetings, agricultural commissioner offices, professional association events, and consumer-focused engagements. Additional consumer outreach tools include satisfaction surveys, website news updates, and periodic newsletters.

Section 6 –
Online Practice Issues

56. Discuss the prevalence of online practice and whether there are issues with unlicensed activity.

The Board does not oversee a professional "online practice" in the traditional sense. Licensees do not provide structural pest control services remotely or via online platforms; all regulated activities occur at physical locations where inspections, treatments, and corrective measures are performed onsite. As a result, the Board has not identified a significant "online practice" component within the industry.

However, online business activity has increased the visibility of unlicensed operators. The most common issue related to online activity involves unlicensed individuals or businesses advertising pest control services on websites, social media platforms, or general online marketplaces. These posts may mislead consumers into believing they are hiring a licensed professional. The Board routinely investigates unlicensed practice, including cases initiated from consumer complaints, internal monitoring, and information discovered online. Consumers may also file complaints electronically through the Board's online complaint system, which facilitates quick reporting of suspected unlicensed activity.

- **How does the board regulate online/internet practice?**

Because structural pest control cannot be performed online, the Board's regulatory role relates solely to online business presence and advertising. The Board regulates these activities through its existing enforcement authority under the Structural Pest Control Act. This includes:

- Investigating advertisements that imply licensure where none exists
- Verifying license status of individuals and companies through the Board's public license lookup
- Pursuing administrative or disciplinary action when unlicensed practice or false advertising is discovered

- **How does the board regulate online/internet business practices outside of California?**

The Board's jurisdiction is limited to pest control activity performed within California. The Board does not regulate businesses operating exclusively outside the state, even if they advertise online. However, if an out-of-state business advertises or offers structural pest control services to California consumers, the Board may take action if the advertising implies licensure or if services are performed within California without the appropriate license.

- **Does the board need statutory authority or statutory clarification to more effectively regulate online practice, if applicable?**

At this time, the Board does not believe additional statutory authority is necessary to regulate online activity.

Section 7 – Workforce Development and Job Creation

57. What actions has the board taken in terms of workforce development?

The Board's workforce-related efforts focus on improving access to licensure and reducing barriers for applicants. The most significant advancement has been the implementation of Connect, the Board's new online licensing system, which has made applying, renewing, and maintaining licensure significantly faster and more efficient. Streamlined processing helps applicants enter the workforce sooner and provides businesses with quicker access to qualified personnel.

The Board also supports workforce development by ensuring year-round examination availability through computer-based testing centers, approving high-quality continuing education providers, and maintaining multiple entry-level license types that allow individuals to enter the profession through varied experience and training pathways.

58. Describe any assessment the board has conducted on the impact of licensing delays.

The Board closely monitors its examination and licensing processing times and has consistently found no internal delays. Examination applications are processed, on average, within three days, and license applications are processed within seven days. These timelines are reviewed quarterly to track trends and ensure resources remain aligned with demand.

Based on this ongoing assessment, the Board has not identified any negative impact on applicants caused by Board-controlled processing timelines. When delays do occur for applicants, they stem primarily from external factors such as DOJ/FBI Live Scan background checks or delays in applicants submitting required documents, rather than Board processes. Quarterly monitoring allows the Board to confirm that its own processing practices remain efficient and to identify any areas where minor administrative improvements may be helpful.

59. Describe the board's efforts to work with schools to inform potential licensees of the licensing requirements and licensing process.

The Board's licensing pathways do not require formal education or completion of a school-based program. Because entry into the profession is based on experience and examination rather than academic coursework, the Board does not have formal partnerships with schools or educational institutions. The only pre-licensure education requirement applies to the Operator examination under BPC section 8565.5, which requires completion of Board-approved courses. These courses are the same continuing education courses already overseen and approved by the Board.

Although the Board does not collaborate directly with schools, it provides information to potential licensees through its website, forms, publications, licensing guides, and through routine communication with applicants by phone and email. Because licensing requirements are publicly accessible and straightforward, and because training providers and industry associations routinely share this information with prospective applicants, schools and education programs are already well-positioned to inform individuals about the Board's licensing process.

60. Describe any barriers to licensure and/or employment the board believes exist.

One barrier the Board has identified is the limited availability of licensing examinations, forms, and applicant-facing materials in languages other than English. While the board does not collect data on applicants' language backgrounds, we recognize that California's workforce includes many

individuals for whom English may not be the most comfortable or accessible language, particularly in fields that attract a wide range of workers, including those with diverse linguistic experiences.

Historically, our exams and forms have only been provided in English, which can make the licensure process more challenging for otherwise qualified applicants who have the necessary knowledge and skills but encounter difficulty navigating English-only testing and documentation. The Board plans to initiate efforts to translate forms and develop Spanish-language versions of examinations beginning in the Spring of 2027. Until completion of this project, limited multilingual access remains a barrier to licensure for some applicants. Increasing language accessibility across examinations, forms, and study materials will help reduce this barrier, improve equity in the licensing process, and support broader entry into the profession.

61. Provide any workforce development data collected by the board, such as:

The Board does not collect data on workforce shortages or successful training programs.

a. Workforce shortages

N/A

b. Successful training programs.

N/A

62. What actions has the board taken to help reduce or eliminate inequities experienced by vulnerable communities, including low- and moderate-income communities, communities of color, and other marginalized communities, or otherwise avoid harming those communities?

The Board has taken actions aimed at reducing inequities that may affect vulnerable, low- and moderate-income, and historically marginalized communities.

First, all board staff participate in annual Diversity, Equity, and Inclusion (DEI) training. This training is provided every year to reinforce equitable practices, cultivate cultural competency, and ensure staff remain aware of barriers that may impact communities who interact with the board. In addition to annual training, the board has formally incorporated Diversity, Equity, Inclusion, and Accessibility (DEIA) principles into its strategic plan, helping ensure that equity considerations guide decision-making, program development, and long-term planning.

Second, the Board recognizes that language accessibility is essential for equitable access to licensure. While the Board does not collect data on applicants' language backgrounds, we understand that English-only licensing exams, forms, and application materials can pose challenges for some individuals. To address this barrier, the Board has begun work this year to translate forms and develop Spanish-language versions of examinations, expanding access to the licensing process.

Section 8 – Current Issues

63. Describe how the board is participating in development of online application and payment capability and any other secondary IT issues affecting the board.

The Board continues to participate in the DCA's Business Modernization Initiative for Release 3 boards. As part of this effort, the Board is actively engaged in the development and expansion of functionality within the Connect system. Connect now allows applicants and licensees to submit exam and license applications, remediate deficiencies, upload required documents, renew their license, and pay fees electronically. The Board continues working with project teams to enhance existing functionality and complete remaining components of the modernization effort.

Beyond online licensing and payment capability, the Board is also addressing secondary IT needs related to its transition toward fully digital operations. While Connect stores all uploaded licensing and enforcement documents in a secure cloud-based environment, many historical and operational records remain on paper or in local network storage. To support long-term efficiency and improved information management, the Board is working with the DCA Office of Information Services on a planned transition to SharePoint. Moving these records into a centralized, cloud-based platform will reduce the burden of maintaining legacy server storage and allow the Board to implement structured permission controls, role-based access, and improved document governance. These efforts support the Board's broader modernization goals and further its transition to paperless workflows.

- **Is the board utilizing BreEZe? What Release was the board included in? What is the status of the board's change requests?**

The Board is not utilizing BreEZe.

- **If the board is not utilizing BreEZe, what is the board's plan for future IT needs? What discussions has the board had with DCA about IT needs and options? Is the board currently using a bridge or workaround system?**

Although the Board does not utilize BreEZe, it continues to participate in the DCA Business Modernization Initiative as a Release 3 program. The Board implemented the Connect system in May 2024 and currently uses Connect for online exam applications, license applications, license renewals, company registration, branch office registration, Wood-Destroying Organism reporting, and the online consumer complaint form. Future developments will include all license and registration maintenance processes, as well as pesticide usage stamp number purchases.

Because the Consumer Affairs System (CAS) remains the Board's official system of record, Connect currently operates as a bridge system that processes licensing, registrations, and complaint workflows while synchronizing required data with CAS. The Board continues to work with DCA to plan future IT needs, including developing the enforcement functionality required in Connect before any transition away from CAS can occur. Future development contracts will support the more complex components, such as full enforcement modules and the CAS conversion, needed to eventually retire CAS.

Section 9 –
Board Action and Response to Prior Sunset Issues

Include the following:

- **Background information concerning the issue as it pertains to the board.**
- **Short discussion of recommendations made by the Committees during prior Sunset Review.**
- **What action the board took in response to the recommendation or findings made under prior Sunset Review.**
- **Any recommendations the board has for dealing with the issue, if appropriate.**

BOARD LICENSING AND WORKFORCE ISSUES

1. (RESEARCH PROJECTS) What is the status of the Research Advisory Panel and research projects?

Committee Staff Recommendation: The Board should update the Committees on the status of the RFP. The Board should also update the Committees on the total amount of funds in the Research Fund. The Board should further establish plans to ensure more frequent studies of relevant issues in the structural pest control industry are conducted.

Update: Since the last Sunset Review, the Board has made significant progress in reestablishing and advancing its research program. As previously reported, in October 2018 the Board awarded five research contracts totaling $1,023,825. All five were completed by December 2023.

In alignment with the recommendation that the Board conduct more frequent and targeted studies of issues impacting the structural pest control industry, the Board re-established the Research Advisory Panel (RAP) in FY 2024–25. The panel was responsible for soliciting proposals, reviewing submissions, advising the Board on research priorities, and recommending projects for funding based on scientific merit and industry relevance.

Building on this foundation, the Board successfully launched a new research cycle. In January 2026, the Board awarded four new research projects through its competitive proposal process. These projects focus on priority areas including integrated pest management innovations, pesticide resistance trends, advancements in termite biology, and reduced-risk approaches to pest control.

The Board will continue to work with the RAP to monitor the research fund balance and plan future project cycles. The four research projects awarded in January 2026 are expected to conclude in FY 2028–29. These projects will significantly reduce the remaining research funds. Allowing the funds to rebuild during this period will ensure sufficient resources for the next round of awards. Accordingly, the RAP will begin identifying emerging industry needs once the current projects near completion, and the Board anticipates issuing its next solicitation and awarding new research contracts in FY 2028–29. This establishes a consistent cycle of approximately every four years for awarding research projects, ensuring research efforts remain proactive, strategically timed, and aligned with the Board's statutory mission.

2. **(Vacancy Rate) Can the Board expand on its current staff vacancy rates? What does "stable" mean? How many positions are currently vacant? What has been the average vacancy rate since 2018? Why are there increases in cost with respect to staffing?**

Committee Staff Recommendation: The Board should update the Committees on the status on vacancies.

Update: Over the past four fiscal years, the Board's staff vacancy rates have steadily declined, reflecting increased organizational stability and improved recruitment outcomes. Based on authorized positions and the number of vacant positions reported each fiscal year, the Board's vacancy rates are as follows:

- **FY 2022–23:** 5 vacancies out of 30.5 authorized positions (**16.39%**)
- **FY 2023–24:** 3 vacancies out of 30.5 authorized positions (**9.84%**)
- **FY 2024–25:** 2 vacancies out of 29.5 authorized positions (**6.78%**)
- **FY 2025–26:** 1 vacancy out of 29.5 authorized positions (**3.39%**)

These figures demonstrate a consistent downward trend in vacancies. When the Board describes its vacancy rate as "stable," it refers to this predictable pattern of improvement and the Board's ability to maintain vacancies within a manageable range that does not disrupt operations. At present, the Board has one vacant position.

A factor in earlier vacancy levels was the retirement of the Assistant Executive Officer in August 2022, which occurred the same month a new Executive Officer was appointed. The Executive Officer intentionally held the Assistant Executive Officer position vacant from August 2022 through July 2025 to generate cost savings and allow for a more hands-on leadership approach, working closely with staff to fully learn Board operations before determining long-term organizational needs. Staffing costs have increased despite declining vacancies due to statewide salary and benefit adjustments and workload-related reclassifications.

3. **(EXAMINATION PASSAGE) How is the Board working on increasing the passage rate for licensing examinations?**

Committee Staff Recommendation: The Board should advise the Committees on why the examination pass rates remain so low. Should the Board expedite any upcoming occupational analyses?

Update: The Board continues to monitor its examination pass rates and evaluate opportunities to support candidates' success while maintaining legally required minimum competency standards. Most licensure examinations that do not require education, experience, or training as prerequisites, similar to the Board's examinations, typically have average pass rates between 40% and 60%, and the Board's current pass rate of 55% is consistent with national expectations for examinations of this type. According to the Board's examination developer, the DCA Office of Professional Examination Services (OPES), this performance level is appropriate based on the exam design and validation standards. Historically, the Board's pass rates have been lower, so the current rate reflects improvement.

The Board administers seven (7) examinations across three license branches and has undertaken extensive examination development work to ensure exam quality. Examination development workshops could not be conducted during the COVID-19 pandemic due to insufficient Subject Matter Expert (SME) participation, but workshops resumed in April 2023. The Board is now up to date with completed five out of seven occupational analyses (OAs), which are recommended approximately every five years.

Field Representative and Operator examinations covering Fumigation (Branch 1) present longstanding recruitment challenges due to significantly smaller licensee populations and the highly specialized nature of fumigation work. The last completed OA for Branch 1 occurred in 2019, and while the exam remains valid, the Board recognizes the need to bring Branch 1 back into routine OA rotation. Branch 1 recruitment has historically been extremely difficult, as there are far fewer licensed fumigators available statewide to serve as subject-matter experts (SMEs), and participation requires multi-day workshop commitments.

To improve SME participation, the Board first increased SME stipend rates in 2022 after receiving feedback that compensation did not adequately offset time away from work. Beginning in 2024, the Board transitioned from mailed OA surveys to online OA surveys, which eliminated prior access barriers and significantly increased survey reach. In 2024, the Board also began offering continuing education (CE) credit for SME participation in OA surveys to further incentivize involvement.

With these changes implemented, the Board has begun outreach efforts to secure enough fumigation SMEs to complete the Branch 1 OA and is currently up to date with its OA obligations for all other exams. The Board intends to place the Branch 1 OA and relevant workshops on the FY 2027/28 calendar.

To further support examination transparency and assist candidates in preparing effectively, the Board recently completed a major regulatory adoption of examination regulations, which were approved and became effective October 1, 2026. These regulations establish clear standards for examination administration and formally incorporate, by reference, the validated examination outlines for each license type and branch, ensuring applicants have direct and transparent access to the specific subject areas, tasks, and knowledge statements that examinations cover. For the first time, candidates will have access to the exact exam content outlines used to construct the examinations, which greatly improves clarity regarding what they are expected to study. The regulations also align the Board's examinations with federal EPA core competency requirements under 40 CFR Part 171, and with the Department of Pesticide Regulation's certification requirements for restricted-use pesticide applicators.

Together, these changes advance transparency, strengthen exam validity, provide clearer expectations for candidates, and ensure all examinations are current, legally defensible, and aligned with state and federal standards.

4. **(CONTINUING EDUCATION AUDIT) Has the Board provided sufficient details regarding its effort to audit CE providers? What are recognized investigative techniques? What are some frequently asked questions regarding the CE educational or informational audit?**

Committee Staff Recommendation: The Board should inform the committee of the details of its CE provider audits. Are any statutory updates necessary?

Update: The Board continues to approve CE providers and courses for three-year periods and historically audited a portion of providers through in-person course observations, curriculum review, and verification of attendance rosters. Since the last Sunset Review, staffing transitions have reduced the number of formal onsite audits, but the Board has strengthened oversight in other ways. CE review responsibilities were moved from Enforcement into the Licensing Unit, allowing staff to more closely evaluate CE submissions, rosters, course notifications, and approval materials as part of regular licensing workflows. A dedicated Licensing Specialist is now reestablishing a routine audit schedule so formal provider audits resume consistently.

BOARD ENFORCEMENT ISSUES

5. (CRIMINAL RECORD INQUIRIES.) Is the Board having any trouble obtaining Criminal Record Offender Records?

Committee Staff Recommendation: The Board should advise the Committees on whether it is having any challenges obtaining criminal record history or subsequent arrest notifications from the Department of Justice. Has anyone reached out to the Board requested updates to provisions authorizing the Board's authority to obtain criminal record history from licensing applicants?

Update: The Board has not faced challenges obtaining criminal record history notifications from the Department of Justice (DOJ). Criminal Offender Record Information (CORI) response turnaround time is quick for most applicants. Occasionally the DOJ will put a 30-day delay on an applicant's CORI results, pending a manual intervention where inquiry to the courts or arresting agencies regarding the status of a case or cases is required.

Subsequent arrest notifications are typically received shortly after an arrest occurs, often the next day. The Board also receives subsequent disposition notices; however, these can take months to receive and on occasion, the Board never receives the documents.

The Board has not been approached for updates to provisions authorizing the Board's authority to obtain criminal record history from licensing applicants.

COVID-19

6. (IMPACTS OF THE COVID-19 PANDEMIC.) Beginning in March 2020, until the sunset of the official State of Emergency on February 28, 2023, there have been a number of waivers issued through Executive Orders that impact boards and bureaus under the DCA. In addition, many boards and bureaus transitioned operations to do to the COVID-19 pandemic. How has the Board responded to the COVID 19 pandemic?

Committee Staff Recommendation: The Board should update the Committees on the impact to licensees, industry and consumers stemming from the pandemic and potential challenges for future licensees. In addition, the Board should discuss any statutory changes that are warranted as a result of the pandemic.

Update: During the COVID-19 pandemic, the pest control industry was designated an essential sector to support the health and safety of California residents. As a result, the Board experienced increased demand for licensure and examinations, with examination applications rising approximately 7% from FY 2019/20 to FY 2020/21, followed by an additional 10% increase from FY 2020/21 to FY 2021/22. Application volume began returning to pre-pandemic levels in FY 2023/24.

In response to statewide operational disruptions and pursuant to the Governor's Executive Orders N-40-20, N-75-20, and N-08-21, the Department of Consumer Affairs (DCA) was granted authority to temporarily waive statutory continuing-education (CE) requirements for licensees regulated under Division 3 of the Business and Professions Code. Under this authority, DCA issued a series of CE waiver orders. These waivers extended CE completion deadlines by six months for licensees renewing on June 30, 2020, and June 30, 2021, allowing CE hours to be completed by December 30, 2020, and December 30, 2021. This temporary relief maintained regulatory flexibility during the State of Emergency while ensuring continued consumer protection and compliance within the profession.

TECHNICAL CHANGES

7. (TECHNICAL CHANGES MAY IMPROVE EFFECTIVENESS OF SPCB's OPERATIONS.) There may be technical amendments which may improve SPCB's operations and the enforcement of the Act.

Committee Staff Recommendation: The Board should advise the committees on any potential technical changes, which may be necessary to improve efficiency and operations at the Board.

Update: After the last sunset review, The Board reviewed the Structural Pest Control Act and has identified issues and solutions and is submitting those recommended solutions to the Committee for consideration under Section 10, New Issues.

8. (CONTINUED REGULATION BY THE SPCB) Should the licensing and regulation of structural pest control be continued, and should the profession continue to be regulated by the current SPCB membership?

Committee Staff Recommendation: Recommend that the licensing and regulation of structural pest control continue regulation by the Structural Pest Control Board in order to protect the interests of the public and be reviewed once again at a date to be determined.

Update: The Board continues to be committed to protecting the general welfare of Californians and the environment by promoting outreach, education, and regulation of the structural pest management professions. The Board looks forward to working with the Committees during the sunset review process to address ways to improve the Board's continued regulation of the industry.

Section 10 – New Issues

This is the opportunity for the board to inform the Committees of solutions to issues identified by the board and by the Committees. Provide a short discussion of each of the outstanding issues, and the board's recommendation for action that could be taken by the board, by DCA or by the Legislature to resolve these issues (i.e., policy direction, budget changes, and legislative changes) for each of the following:

Issues Raised Under Prior Sunset Review That Have Not Been Addressed

The board has no outstanding issues from the prior Sunset Review that remain unaddressed.

New Issues Identified by the Board in this Report

Increase Statutory Fee Caps for All Fee Categories
The Board's statutory fee caps have not been meaningfully updated in decades. In many categories, the Board is already charging the maximum permitted fee yet still unable to recover the true cost of licensing and enforcement activities. Workload analyses demonstrate that current fees do not reflect the staffing, processing, enforcement, and technology costs associated with each fee-supported activity.

In addition, the Board remains heavily dependent on WDO inspection reporting revenue, which is not a stable or policy-aligned funding source. Without increased fee caps, the Board cannot adjust fees to reflect rising operational costs or align revenue with workload. The outdated caps restrict the Board's ability to maintain service levels, modernize systems, and appropriately regulate the industry.

The Board respectfully requests that the Legislature amend the Structural Pest Control Act to increase statutory maximum fees for all licensing and examination categories, while establishing a fee increase with defined caps for company registrations and licensee administrative-change fees. This will allow the Board to adjust licensing and exam fees through regulation to match the actual cost of providing services.

Establish Annual Registration and Renewal Requirements for Structural Pest Control Companies and Branch Offices
Under current law, structural pest control companies register with the Board; however, company registrations and branch office registrations are not subject to a defined renewal cycle within statute. Once issued, a registration remains valid indefinitely unless it is suspended, revoked, or otherwise cancelled. In contrast, individual licensees, including operators, field representatives, and applicators, are required to renew their licenses on a recurring basis, ensuring that the Board maintains up-to-date information and ongoing oversight of license status.

The absence of renewal requirements for companies and branch offices creates several challenges:

- Outdated business records, including ownership, locations, and contact information.
- Limited oversight of active versus inactive businesses operating in the state.
- Inconsistent regulatory structure between individual licensees and business entities.
- Missed opportunities to ensure compliance with financial responsibility requirements (e.g., bonds, insurance, and workers' comp.)
- Overreliance on Wood Destroying Organism (WDO) reporting revenue, which currently accounts for approximately 85% of the Board's funding.

To address these structural gaps, the Board respectfully requests that the Legislature amend the Structural Pest Control Act to require all registered companies and branch offices to renew their registration annually. Under this proposal, each registration would be valid for one year and require submission of a renewal application and fee before expiration. The Board would have authority to assess delinquency fees, and any registration that remains delinquent for more than four years would not be eligible for reinstatement; instead, the registrant would be required to obtain a new registration under amended BPC section 8591. This proposal also prohibits companies and branch offices from operating with a delinquent registration and requires each renewal to include updated or confirmed information related to business ownership and structure, business contact details, designated qualifying managers, branch office locations and branch supervisors, and proof of financial responsibility. Companies and branch offices that fail to renew would be prohibited from operating until they comply.

Enforcement activities represent a substantial portion of the Board's annual expenditures. In FY 2025/26, enforcement costs totaled $2,034,000, including $1,361,000 in personnel services and $673,000 in operating expenses and equipment, accounting for more than 40 percent of the Board's total program spending for the year. A majority of these enforcement resources are dedicated to investigations of structural pest control companies and branch offices—work that includes complaint investigations, audits, and compliance actions. These functions are essential to ensuring public protection and regulatory integrity, but they illustrate that the Board's enforcement workload and associated costs are disproportionately driven by oversight of business entities rather than individual licensees. Implementing annual registration and renewal requirements would strengthen accountability and help ensure that companies and branch offices—the entities that generate the greatest enforcement demand—provide an appropriate and sustainable revenue source to support the Board's consumer-protection mission.

Annual renewals for companies and branch offices will enhance consumer protection by ensuring the Board has accurate and current information on all businesses operating in California and improving the Board's ability to identify and take action against unregistered or noncompliant entities. They will improve regulatory oversight by creating a regular and predictable mechanism to verify compliance with licensure, supervision, and financial responsibility requirements. They will promote operational efficiency by establishing a structured process for updating and validating business information and reducing the administrative challenges associated with tracking outdated or inactive registrations. And they will strengthen fiscal stability by establishing a predictable revenue source that supports the Board's effort to rebalance its funding model and reduce its reliance on WDO-related income.

The proposal is expected to generate increased and more stable revenue through annual renewal fees, and expected implementation costs, such as system updates and staff time for outreach and administration, are likely to be absorbable within existing resources or offset by renewal revenue.

Proposed language for *both* requests:

8590.1 (a) A company registration and branch office registration issued under this chapter shall expire each year on the last day of the month in which the registration was originally issued. To renew an unexpired registration, the registrant shall, on or before the date on which it would otherwise expire, apply for renewal on a form prescribed by the board, and pay the renewal fee prescribed by this chapter.

8591. (a) If delinquency in the payment of the fee for renewal of any license extends beyond three months, the license shall not be reinstated and the licensee shall be required to obtain a new license in accordance with the provisions of Article 4 (commencing with Section 8560).

(b) A company registration or branch office registration that has expired may be renewed at any time within four years after its expiration upon filing of an application for renewal on a form prescribed by the board and payment of all accrued and unpaid renewal fees. If delinquency extends beyond four years, the registration shall not be reinstated, and the registrant shall be required to obtain a new registration in accordance with the provisions of Article 6 (commencing with Sections 8610 and 8612).

8621. A complaint of any person against a nonlicensee, licensee, or registered company shall be filed with the board no later than two years after the act or omission alleged as the ground for disciplinary action or, in a matter involving fraud, gross negligence, or misrepresentation, no later than four years after commission of the act or omission. The board shall file any accusation no later than 18 months after the complaint has been filed with the board, except that with respect to a violation of Section 8637, the accusation may be filed no later than two years after the discovery by the board of the alleged facts constituting the fraud or misrepresentation prohibited by the section. The expiration or delinquency of a company registration shall not affect the board's authority under this section.

8674. The fees prescribed by this chapter are the following:
(a) A duplicate license fee ~~of not more than two dollars ($2)~~ shall be thirty dollars ($30) and may be increased to not more than fifty dollars ($50).
(b) A fee for filing a change of name of a licensee ~~of not more than two dollars ($2)~~ shall be twenty-five dollars ($25) and may be increased to not more than fifty dollars ($50).
(c) An operator's examination fee of not more than ~~one hundred dollars ($100)~~ two hundred dollars ($200).
(d) An operator's license fee of not more than ~~one hundred dollars ($100)~~ four hundred dollars ($400).
(e) An operator's license renewal fee of not more than ~~one hundred dollars ($100)~~ four hundred dollars ($400).
(f) A company registration fee ~~of not more than one hundred twenty dollars ($120)~~ shall be three hundred dollars ($300) and may be increased to six hundred dollars ($600).
(g) A company registration renewal fee shall be shall be three hundred dollars ($300) and may be increased to four hundred dollars ($400).
(~~g~~ h) A branch office registration fee ~~of not more than sixty dollars ($60)~~ shall be one hundred fifty dollars ($150) and may be increased to three hundred dollars ($300).
(i) A branch office registration renewal fee shall be one hundred fifty dollars ($150) and may be increased to two hundred dollars ($200).
(~~h~~ j) A field representative's examination fee of not more than ~~seventy-five dollars ($75)~~ two hundred dollars ($200).
(~~i~~ k) A field representative's license fee of not more than ~~one hundred dollars ($100)~~ three hundred dollars ($300).
(~~j~~ l) A field representative's license renewal fee of not more than ~~one hundred dollars ($100)~~ three hundred dollars ($300).
(~~k~~ m) An applicator's examination fee of not more than ~~seventy-five dollars ($75)~~ two hundred dollars ($200).
(~~l~~ n) An applicator's license fee of not more than ~~seventy-five dollars ($75)~~ two hundred dollars ($200).
(~~m~~ o) An applicator's license renewal fee of not more than ~~seventy-five dollars ($75)~~ two hundred dollars ($200).
(~~n~~ p) An activity form fee, per property address, of not more than ~~five dollars ($5)~~ ten dollars ($10).
~~(o) A fee for certifying a copy of an activity form of not more than three dollars ($3).~~

(~~p~~ q) A fee for filing a change of a registered company's name, principal office address, or branch office address, qualifying manager, or the names of a registered company's officers, or bond or insurance ~~of not more than twenty-five dollars ($25)~~ shall be one hundred dollars ($100) for each change and may be increased to two hundred dollars ($200).
(~~q~~ r) A fee for approval of continuing education providers ~~of not more than fifty dollars ($50)~~ shall be two hundred dollars ($200) and may be increased to three hundred dollars ($300).
(~~r~~ s) A pesticide use report filing fee of not more than five dollars ($5) for each pesticide use report or combination of use reports representing a registered structural pest control company's total county pesticide use for the month.
(~~s~~ t) A fee for approval of continuing education courses ~~of not more than twenty-five dollars ($25)~~ shall be two hundred dollars ($200) and may be increased to four hundred dollars ($400).
(u) The fee for a letter of endorsement, letter of good standing, letter of verification of licensure, or copy of a Wood Destroying Organisms activity shall be twenty-five dollars ($25) and may be increased to fifty dollars ($50).
(~~t~~ v) (1) Any person who pays a fee pursuant to subdivision ~~(r)~~ (s) shall, in addition, pay a fee of two dollars ($2) for each pesticide use stamp or stamp number purchased from the board. Notwithstanding any other law, the fee established pursuant to this subdivision shall be deposited into the Structural Pest Control Research Fund that is hereby continued in existence and continuously appropriated to be used only for structural pest control research.
(2) A charge for administrative expenses of the board in an amount not to exceed 5 percent of the amount collected and deposited in the Structural Pest Control Research Fund may be assessed against the fund. The charge shall be limited to expenses directly related to the administration of the fund.
(3) The board shall, by regulation, establish a five-member research advisory panel, including, but not limited to, representatives from the Structural Pest Control Board, the structural pest control industry, the Department of Pesticide Regulation, and the University of California. The panel, or other entity designated by the board, shall solicit on behalf of the board all requests for proposals and present to the panel all proposals that meet the criteria established by the panel. The panel shall review the proposals and recommend to the board which proposals to accept. The recommendations shall be accepted upon a two-thirds vote of the board. The board shall direct the panel, or other entity designated by the board, to prepare and issue the research contracts and authorize the transfer of funds from the Structural Pest Control Research Fund to the applicants whose proposals were accepted by the board.
(4) A charge for requests for proposals, contracts, and monitoring of contracted research shall not exceed 5 percent of the research funds available each year and shall be paid from the Structural Pest Control Research Fund.

8675. The delinquent penalty for a renewal of any license issued under this chapter applied for after the expiration date of the license shall be 50 percent of the fee required for the renewal of the license applied for before the expiration date ~~but not more than one hundred dollars ($100)~~.

New Issues Not Previously Discussed in this Report

The Board has not identified any new issues not previously discussed in this report.

New Issues Raised by the Committees

The Board looks forward to working with the Committees on new items identified during the sunset review process.

Section 11 – Attachments

Please provide the following attachments:

A. **Board's administrative manual.**

B. **Current organizational chart showing relationship of committees to the board and membership of each committee (cf., Section 1, Question 1).**

C. **Major studies, if any (cf., Section 1, Question 4).**

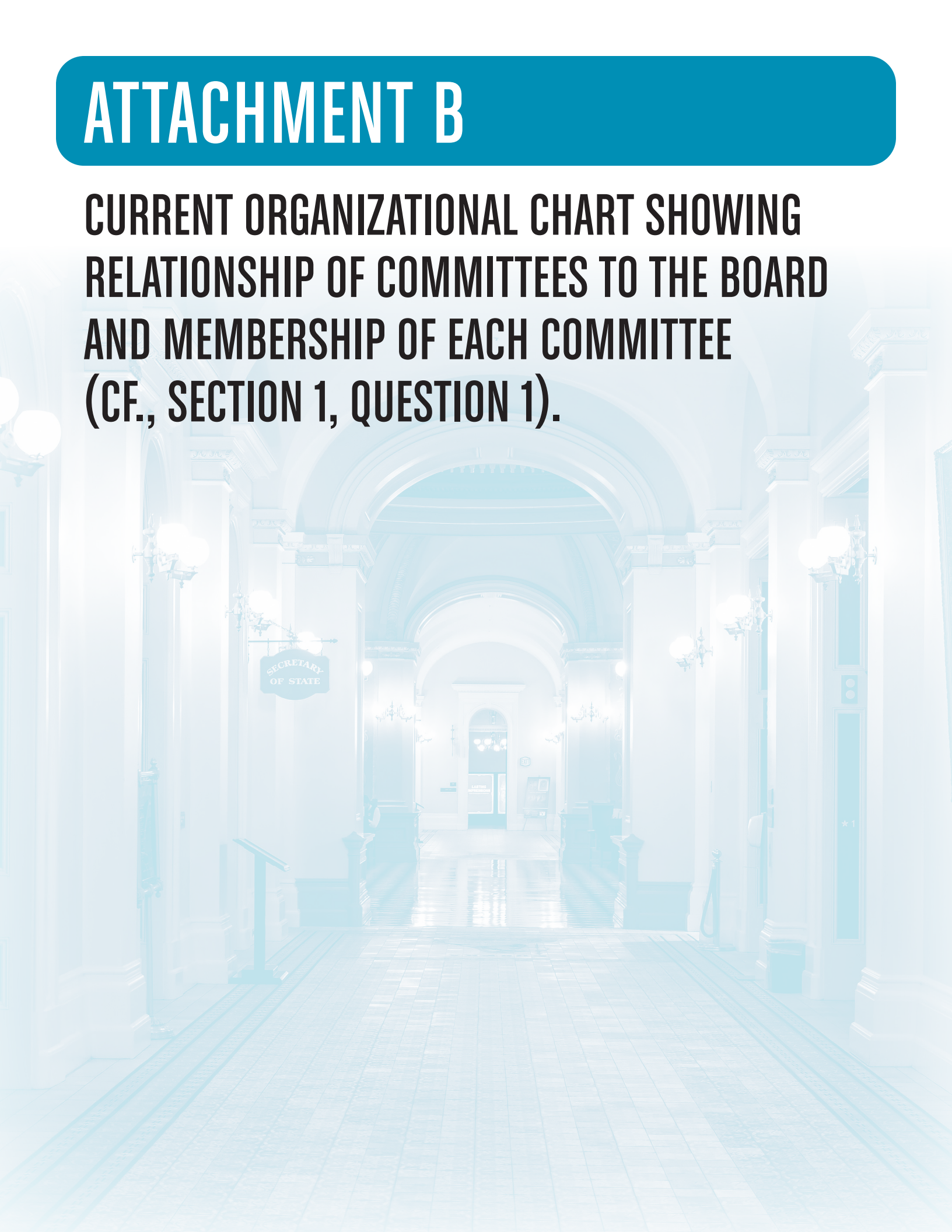
D. **Year-end organization charts for last four fiscal years. Each chart should include number of staff by classifications assigned to each major program area (licensing, enforcement, administration, etc.) (cf., Section 3, Question 15).**

ATTACHMENT A

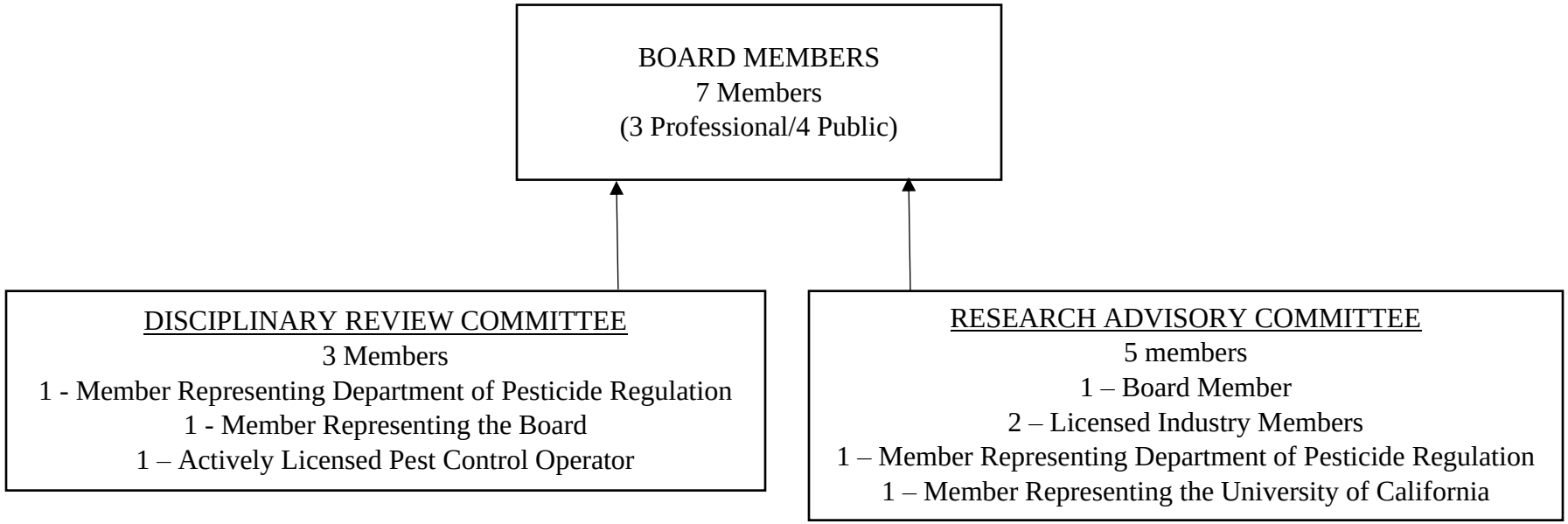
BOARD ADMINISTRATIVE MANUAL

ATTACHMENT B

CURRENT ORGANIZATIONAL CHART SHOWING RELATIONSHIP OF COMMITTEES TO THE BOARD AND MEMBERSHIP OF EACH COMMITTEE (CF., SECTION 1, QUESTION 1).

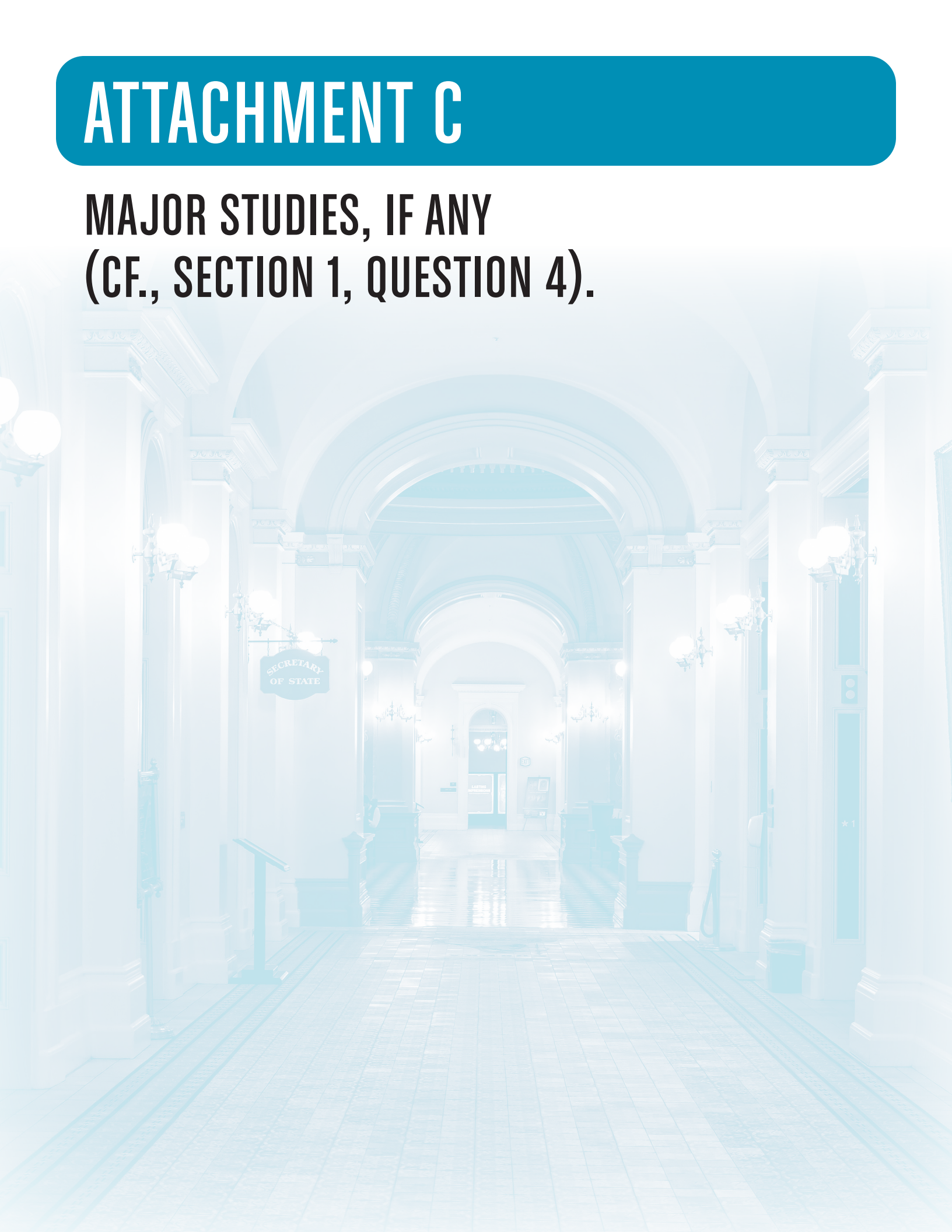


Structural Pest Control Board
Committee Organizational Chart



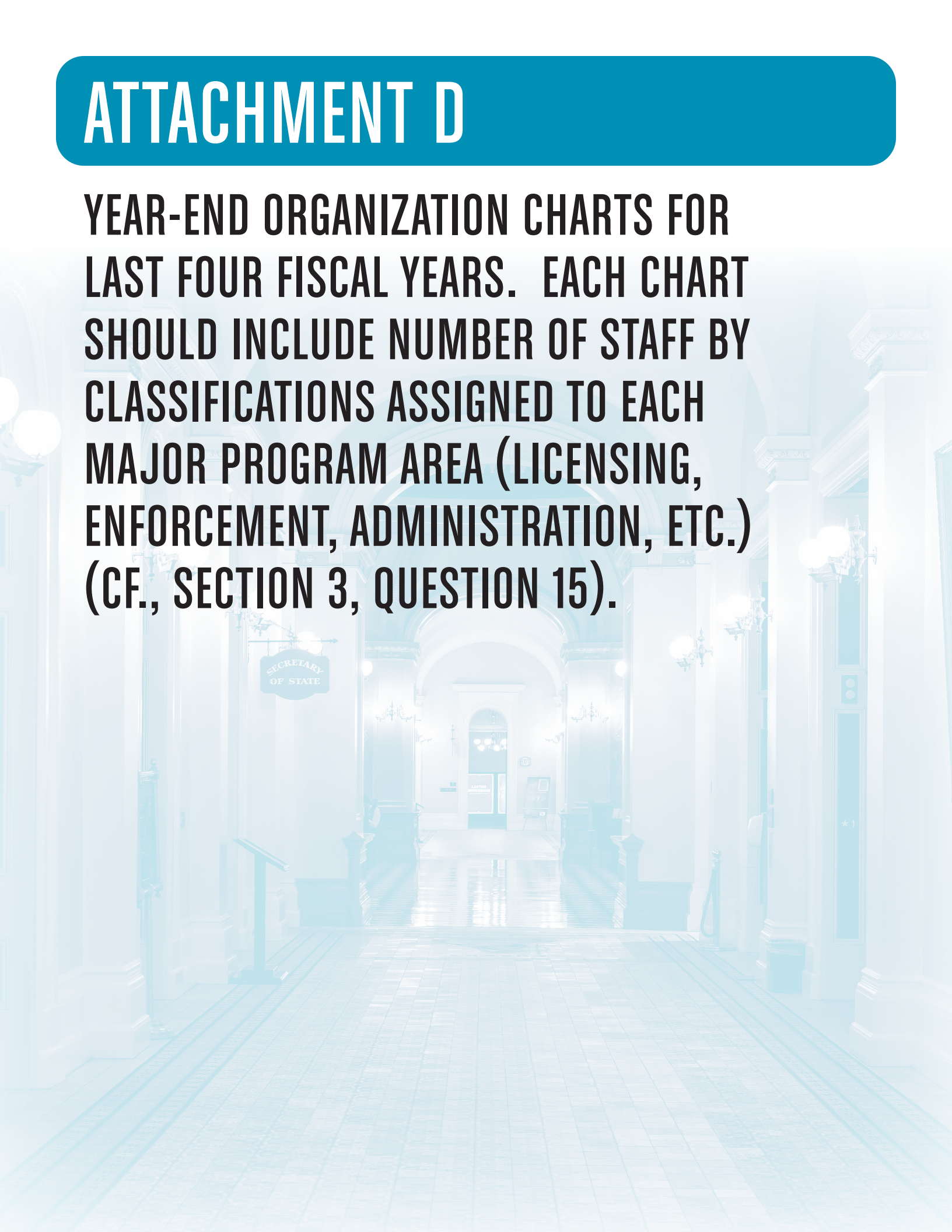
ATTACHMENT C

MAJOR STUDIES, IF ANY (CF., SECTION 1, QUESTION 4).



ATTACHMENT D

YEAR-END ORGANIZATION CHARTS FOR LAST FOUR FISCAL YEARS. EACH CHART SHOULD INCLUDE NUMBER OF STAFF BY CLASSIFICATIONS ASSIGNED TO EACH MAJOR PROGRAM AREA (LICENSING, ENFORCEMENT, ADMINISTRATION, ETC.) (CF., SECTION 3, QUESTION 15).



SPCB

STRUCTURAL PEST CONTROL BOARD

STRUCTURAL PEST CONTROL BOARD

SUNSET REVIEW REPORT 2027

PRESENTED TO THE SENATE COMMITTEE ON BUSINESS, PROFESSIONS AND ECONOMIC DEVELOPMENT,
AND THE ASSEMBLY COMMITTEE ON BUSINESS AND PROFESSIONS

GAVIN NEWSOM
GOVERNOR

ROHIT CHOPRA
AGENCY SECRETARY,
BUSINESS AND CONSUMER SERVICES AGENCY

CHRISTINE LALLY
ACTING DIRECTOR,
CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS

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EXECUTIVE OFFICER

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