



STRUCTURAL PEST CONTROL BOARD BOARD MEETING

October 14, 2026

Department of Consumer Affairs
2005 Evergreen Street, Hearing Room
Sacramento, CA 95815





Board Members

Scott Mendenhall, President
Kyle Finley, Vice President
Yogesh "Yogi" Chugh
Yenifer Gallegos-Mejia
David Haviland

STRUCTURAL PEST CONTROL BOARD MEETING NOTICE AND AGENDA

October 14, 2026
9:00 a.m. – 5:00 p.m.
(or until conclusion of business)

The Structural Pest Control Board (Board) will hold a public meeting, accessible both in-person and via a tele/videoconference platform, in accordance with Government Code section 11123, at the above-noted dates and times, with the following physical location available for members of the Board and the public to physically attend and participate in the meeting:

PHYSICAL MEETING LOCATION

Department of Consumer Affairs
2005 Evergreen Street, Hearing Room
Sacramento, CA 95815

Discussion and action may be taken on any item listed on the agenda. Meeting times and order of agenda items are subject to change.

Members of the public may participate from a remote location by joining the meeting via Webex. To access the Webex event, attendees will need to click on the following link: [Click here to join the meeting](#)

If joining using the link above

Webinar number: 2486 992 3166
Webinar password: SPCB1014

If joining by phone:

+1-415-655-0001 US Toll
Access code: 2486 992 3166
Passcode: 77221014

AGENDA

1. Roll Call / Establishment of Quorum
2. Flag Salute / Pledge of Allegiance
3. Board President's Opening Remarks
4. Petition for Reinstatement
Joseph L. Johnson, FR 59331, Branch 2

5. Petition for Reinstatement
Richard P. Torres, OPR 12919, Branches 2 and 3

Closed Session

6. Pursuant to Government Code, section 11126, subdivision (c)(3), the Board will meet in closed session for discussion and to take action on disciplinary matters, including the above petitions.

Return to Open Session

7. Discussion and Possible Approval of the February 25, 2026, Board Meeting Minutes - Sophia Azar
8. California Department of Pesticide Regulation Update – Beth Boss
9. Executive Officer's Report – Sophia Azar
 - a. Budget Update
 - b. Legislation
 - AB 2477 (Chen)
 - c. Regulations Update – Approval of the Examinations Rulemaking (Sections 1940, 1940.1, 1941, and 1942 of Title 16 of the California Code of Regulations)
 - d. Board Staffing Update
 - e. Update on Current Research Projects
10. Discussion and Possible Action to Approve the SPCB Draft Sunset Review Report for Submittal to the Legislature – Sophia Azar
11. Licensing Update – Melissa Zanetta & Tammi Herrera
 - a. Examination and Licensing Statistics
 - b. Licensing Unit Satisfaction Survey
 - c. Connect Update
12. Enforcement Update – Hollie Glassner
 - a. Overview of Enforcement for New Board Members
 - b. Enforcement Statistics
 - c. Wood Destroying Pest and Organisms (WDO) Statistics
13. Board Outreach Efforts and Public Communication/Engagement Update – Kristina Jackson-Duran
 - a. Email Communications
 - b. Social Media Account and Content Statistics
 - c. SPIN Newsletter
 - d. Live Events/Speaking Engagements
14. Public Comment on Items Not on the Agenda
The Board may not discuss or take action on any matter raised during this public comment section that is not included on this agenda, except to decide whether to

place the matter on the agenda of a future meeting. (Government Code, Sections 11125, 11125.7(a).)

15. Future Agenda Items

16. Discussion and Possible Action for Annual Election of Board President and Vice President – Sophia Azar

17. Adjournment

This meeting will be Webcast, provided there are no unforeseen technical difficulties or limitations. To view the Webcast: <https://thedcapage.wordpress.com/webcasts/>. Additionally, the meeting may be cancelled. For verification, please check the Board's website at www.pestboard.ca.gov or call 916-561-8700.

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

Members of the public may, but are not obligated, to provide their names or personal information as a condition of observing or participating in the meeting. When signing into the Webex platform, participants may be asked for their name and email address. Participants who choose not to provide their names will be required to provide a unique identifier such as their initials or another alternative, so that the meeting moderator can identify individuals who wish to make public comment; participants who choose not to provide their email address may utilize a fictitious email address in the following sample format:

XXXXX@mailinator.com.

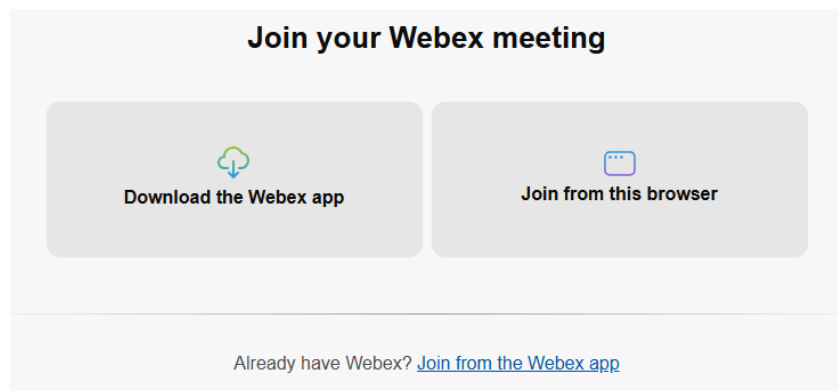
The meeting is accessible to persons with disabilities. A person who needs a disability-related accommodation or modification to participate in the meeting or has any questions may submit a request to the Board. Please submit the request at least five (5) business days before the meeting to ensure availability of the requested accommodation.

Board Contact: Kristina Jackson-Duran
Kristina.jackson-duran@dca.ca.gov
(279) 236-2501
2005 Evergreen Street, Suite 1500
Sacramento, CA 95815

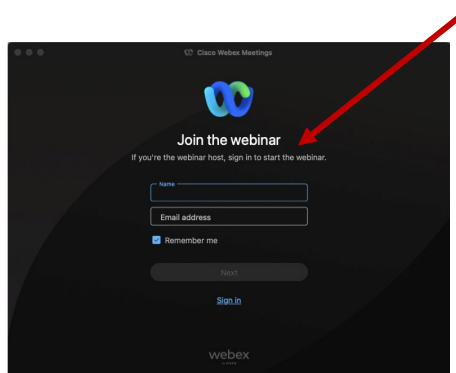
Recommended: Join using the meeting link.

- 1 Click on the meeting link. This can be found in the meeting notice you received and is on the meeting agenda.
- 2 If you already have Webex on your device, click the bottom instruction, "Join from the Webex app."

If you have **not** previously used Webex on your device, your web browser will offer "Download the Webex app." Follow the download link and follow the instructions to install Webex.



- 3 Enter your name and email address*. Click "Next."
Accept any request for permission to use your microphone and/or camera.



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

Alternative 1. Join from Webex.com

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



- 2 Enter the meeting/event number and click “Continue.” Enter the event password and click “OK.” This can be found in the meeting notice you received or on the meeting agenda.

A screenshot of the 'Enter the meeting number' form. It features the Webex logo at the top, followed by the text 'Enter the meeting number' with a help icon. Below this is a text input field labeled 'Meeting number' which is highlighted with a red box. A red arrow points to the 'Continue' button below the input field.

To view more information about the event, enter the event password.

A screenshot of the 'Enter the event password' form. It shows the text 'Event number: 2482 000 5913' above a text input field labeled 'Enter the event password', which is highlighted with a red box. A red arrow points to the 'OK' button below the input field.

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

< Back to List

Meeting Name

Jones, Shelly@DCA | 9:45 AM - 9:55 AM | Thursday, Oct 14 2021 |
(UTC-07:00) Pacific Time (US & Canada)



Join Event



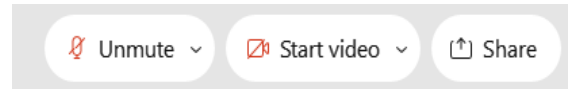
OR

Alternative 2. Connect via Telephone



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

Microphone control (mute/unmute button) is located at the bottom of your Webex window.



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



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

Note: Only panelists can mute/unmute their own microphones. Attendees will remain muted unless the moderator invites them to unmute their microphone. Only panelists will be offered starting their video camera.

Attendees/Members of the Public

Joined via Meeting Link

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

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



Joined via Telephone (Call-in User)



- When you are asked to unmute yourself, press *6.
- When you are finished speaking, press *6 to mute yourself again.

If you cannot hear or be heard

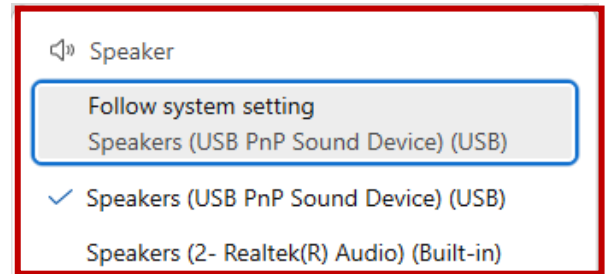
1 Click on the bottom facing arrow located on the Mute/Unmute button at the bottom of the Webex window.



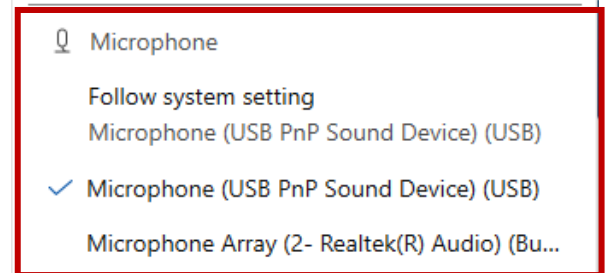
2 From the drop-down menu, select different:

- A. Speaker options if **you can't hear** participants.
- B. Microphone options if **participants can't hear you**.
- C. Audio settings will offer testing of your devices, and let you choose a different device.

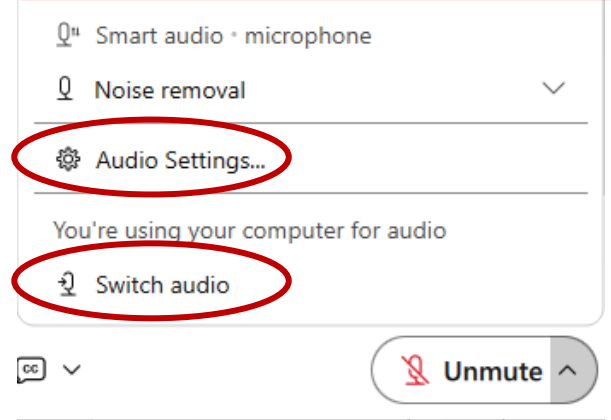
A



B

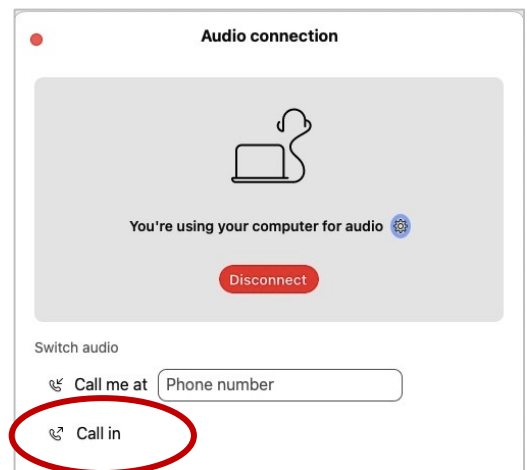


C



3 To link your phone to your Webex session, enabling your phone to become your microphone and speaker source:

- Click on "Switch audio".
- Select "Call in", which will show the phone number to call and the meeting login information.



Joined via Meeting Link

- Locate the hand icon at the bottom of the Webex window.
- Click the hand icon to raise your hand.
- Repeat this process to lower your hand.



The moderator will call you by name and indicate a request has been sent to unmute your microphone.

Upon hearing this prompt:

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

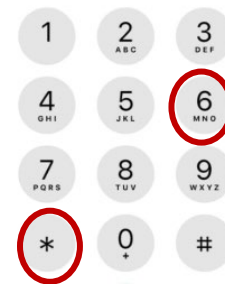
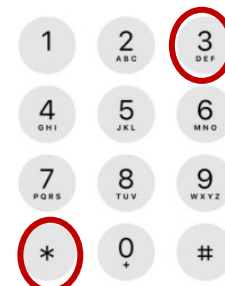


Joined via Telephone (Call-in User)

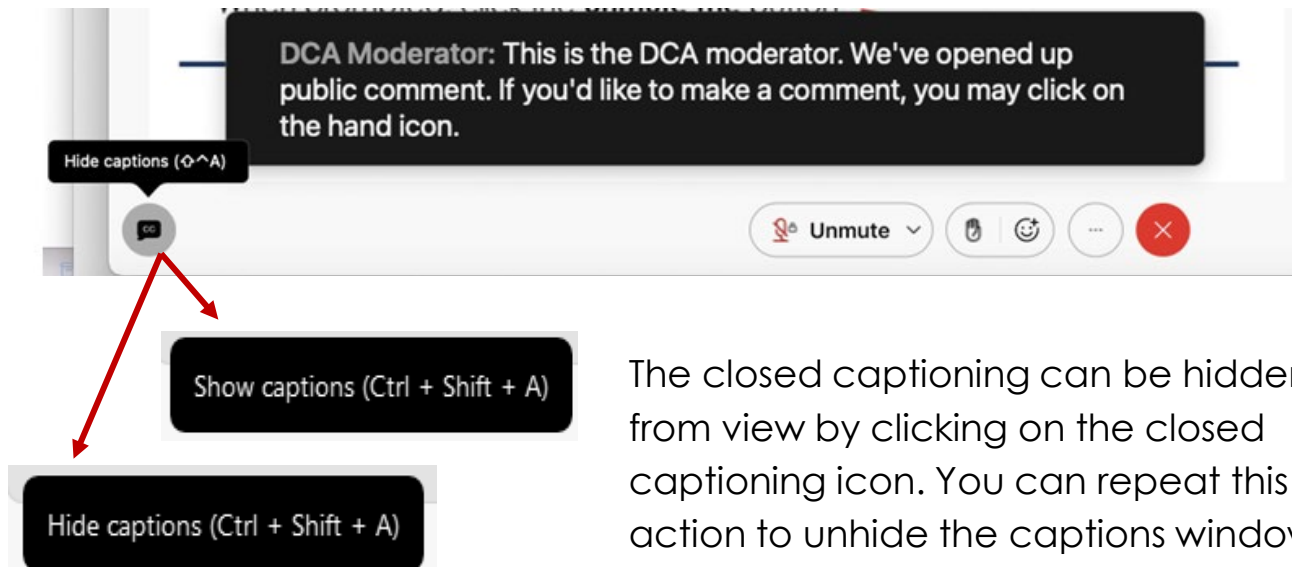


Press *3 to raise or lower your hand.

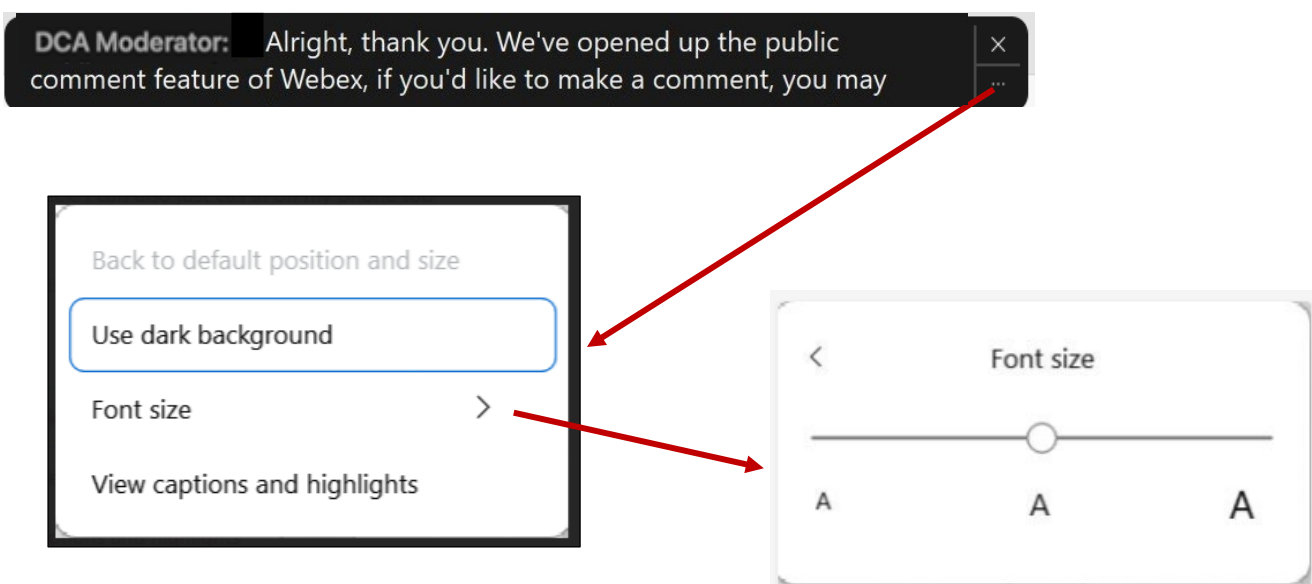
- When you are asked to unmute yourself, press *6.
- When you are finished speaking, press *6 to mute yourself again.



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



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





AGENDA ITEM 7
DISCUSSION AND POSSIBLE APPROVAL
OF THE FEBRUARY 25, 2026, BOARD
MEETING MINUTES



Structural Pest Control Board Meeting Minutes

February 25, 2026

Physical Meeting Location

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

Board Members Present:

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

Board Staff Present:

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

Departmental Staff Present:

Sabina Knight, Legal Counsel
Suzanne Balkis, DCA Budget Office
Kaila Van Lindt, DCA Budget Office
Beth Boss, California Department of Pesticide Regulation

Agenda Item 1. Roll Call / Establishment of Quorum

The Structural Pest Control Board (Board) meeting was called to order by Board President Mendenhall at 9:00 a.m., and Executive Officer (EO) Azar called roll.

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

A quorum of the Board was established.

Agenda Item 2. Flag Salute / Pledge of Allegiance

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

Agenda Item 3. Petition for Reinstatement **Douglas C. Bray – RA 49500, Branch 2 & 3**

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

Agenda Item 4.

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

Agenda Item 5.

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

CLOSED SESSION

The Board entered closed session at 9:35 a.m. and returned to open session at 10:39 a.m.

President Mendenhall requested EO Azar to conduct roll call.

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

A quorum of the Board was established.

Agenda Item 6. Discussion and Possible Approval of the October 1, 2025, Board Meeting Minutes

Vice President Finley **moved** to approve the October 1, 2025, meeting minutes, and Board Member Tengan **seconded** the motion.

There were no public comments.

President Mendenhall asked EO Azar to conduct a roll call vote.

Motion carried 4-0 by roll call vote.

Agenda Item 7. California Department of Pesticide Regulation Update

Beth Boss, Senior Environmental Scientist from the California Department of Pesticide Regulation (DPR) provided the Board an update on the following items.

Structural Regulatory Training

Between January and February of 2026, DPR in conjunction with the Board hosted two virtual, one-day training courses for County Agriculture Commissioners (CAC). The training focused on an overview of the Board, enforcement of structural pesticide use,

resources and referrals to the Board, enforcement response options, structural civil penalties, the appeals process, and standards of review.

Planning has begun for the 2026 basic Structural Regulatory Training, which will be hosted in fall of 2026 in Irvine, CA. In accordance with Business and Professions Code 8616, this training is developed by DPR and the Board.

Recent Enforcement Letters Issued by DPR

In September of 2025, DPR issued Enforcement Letter WHS 25-02. This announced the revision to several of the pesticide safety information series leaflets, otherwise known as PSIS. Specific to the Board's interests, the Non-Agricultural N-Series leaflets, N-1, N-6, and N-8 were revised. Updated leaflets can be found on DPR's website under the Worker Health and Safety - Education Series page. These are available in English, Spanish, Punjabi and Hmong.

Release of Findings from Independent Fumigant Alternatives Study

On February 3, 2026, DPR announced the availability of the Phase Two, California Council on Science and Technology (CCST) report. As part of the study, the CCST evaluated alternatives to structural fumigations with sulfuryl fluoride. The study found that few alternative options for whole structure fumigation exist, signaling a need for further research. A copy of this report is available on the DPR's website.

President Mendenhall opened the floor to public comment.

Vice President Finley asked for further information on the Fall 2026 training in Irvine, CA and if it had been successful in the past.

Beth Boss explained that there are typically 85 attendees that are new staff within their county. She explained that the SRT is part of the B&P Code 8616, which is the regulatory requirement for providing structural regulatory training to CAC's before they pursue administrative civil penalties.

Ms. Boss also explained that the training alternates between Southern and Northern California every other year. 2026 will take place in Irvine, 2025 took place in Dublin.

There were no public comments.

Agenda Item 8. Executive Officer's Report

a. Budget Update

EO Azar introduced the Board's new budget analyst, Kaila Van Lindt from the DCA Budget Office to give an update on the Board's expenditure projections and fund condition statements.

Ms. Van Lindt provided an overview of the Board's expenditure and revenue. The Support Fund ended fiscal month 6 (December 2025) with revenues of approximately 3.2 million and is projected to collect approximately 6.5 million by the end of the fiscal year. Expenditures through fiscal month 6 totaled about 3 million, with projected expenditures of approximately 6.4 million for the fiscal year.

Reports for all three of the Board's funds are attached (Attachments 1-3).

President Mendenhall asked Ms. Van Lindt for clarification on the Board's Fund on page 20 of the materials. The total revenues for 2024-2025 are 5.425 million and 2025-2026 are 6.425 million. He asked how the total number in the reserve decreases when there is a million dollar increase in the revenue projection. Suzanne Balkis, DCA Budget Office explained that the month in reserve takes from the current year as well as the budget year 2026-2027 expenditure. It is calculated based on 6.583 million, not 6.174 million.

EO Azar explained that you are looking at Actuals for 2024-2025 and each additional column is projections based on if the Board were to spend all the funds made available to the Board.

b. Pending Regulations Update

EO Azar updated the Board on the Examinations regulatory package that the Board voted on at the October 2025 meeting. The package was approved by legal and submitted to the Executive Office in December of 2025, and the approval was received February 24, 2026. The package has now been sent to Agency and once approval is given the package will be published with the Office of Administrative Law for the public comment period.

c. Sunset Review

EO Azar provided a brief overview of the Sunset Review process.

Under California's "sunset" laws, boards and bureaus are periodically reviewed by the Legislature to determine whether they should continue to exist. As part of this process, the Board must submit a comprehensive Sunset Report to the Legislature evaluating its programs, operations, enforcement activities, and finances, and demonstrating the continued need for the Board. The sunset review also provides a formal opportunity for the Board to recommend statutory changes intended to improve program effectiveness, efficiency, and consumer protection.

EO Azar explained that the Board is currently scheduled for Sunset, January 1, 2028. The Sunset Report will be due to the legislature in December of 2026. The joint legislative Sunset hearings are anticipated to be in the Spring of 2027. Legislation is introduced in

2027 to extend the Board's Sunset date to January 1, 2032. Any statutory changes that are approved would take place in 2028. Board staff have already begun early preparation for the report.

The Sunset Report will also include recommended statutory changes including the fee structure and revenue model, a comprehensive review of the Board's long-term financial structure. EO Azar explained that currently 85% of the Board's revenue comes from WDO related fees and these proposals would be used to reduce the Board's reliance on WDO. Potential options for these changes include annual or bi-annual renewal cycles, reviewing and adjusting statutory fee caps, aligning fees with actual program costs in comparable states as well as transitioning company registrations from a one-time fee to a reoccurring renewal structure. Proposals for any statutory changes will be brought to the Board during the Spring and Summer Board Meetings.

d. New Wood Destroying Organisms Reporting System in Connect

EO Azar provided an update on the successful launch of the new Wood Destroying Organism (WDO) Reporting system, which went live on November 18, 2025. The transition was facilitated through extensive outreach efforts, including targeted email campaigns, website updates, one-on-one sessions with industry partners and licensees, and a series of townhall meetings for training and Q&A. These townhall meetings had strong attendance, totaling 1,760 participants. The launch and training process involved significant collaboration among DCA SOLID Training and Planning Solutions Init, the DCA Office of Information Services, and Board staff. EO Azar acknowledged Ronni O'Flaherty, Melissa Zanetta, and Kristina Jackson-Duran for their contributions to preparing materials, leading trainings, and supporting stakeholders.

e. Board Staffing Update

EO Azar announced that Hollie Glassner was promoted to the Board's Enforcement Manager, effective October 31, 2025. Ms. Glassner has been with the Board for 6.5 years, most recently as the Lead of the Enforcement Unit. She has stepped into the role with professionalism and strong judgement. She embraces change and is always looking for ways to improve enforcement operations. She has great rapport with her staff, her peers, and consumers as well as the industry.

EO Azar asked if there were any questions.

Vice President Finley thanked staff for all of their hard work on the new WDO Reporting System.

President Mendenhall agreed that the rollout of the new WDO Reporting System was well managed and thanked staff for the hard work on making the transition a smooth one.

President Mendenhall opened the floor for public comment.

There were no public comments.

Agenda Item 9. Licensing Update

AEO Melissa Zanetta provided the Board with updates from the Licensing Department, beginning with a review of the licensing statistics report (Attachment A) covering Quarter 1 and Quarter 2. She noted that the statistics remain stable, with no significant trends or concerns to report.

Licensing Unit Satisfaction Survey

Between July 1 and December 31, 2025, the Licensing Unit received 74 survey responses. Overall feedback was highly positive: 93% of respondents were satisfied with their licensing experience, and 96% reported being treated with courtesy and respect by staff. Respondents praised the unit for timely processing, helpful communication, knowledgeable staff, and improvements in online procedures.

Connect Update

The Board successfully launched the new WDO Reporting System in Connect on November 18, 2025. Since launch, the platform has processed over 700 credit card transactions and more than 180,000 activities. User feedback has been largely positive, highlighting the convenience of online payments and improved system functionality. The Board will continue to roll out enhancements to further improve user experience.

Transition to Digital Workflow and Restructuring

As the Licensing Unit transitioned to the new system, management initiated a comprehensive review to ensure readiness for a digital workflow. This review resulted in a restructuring of the unit, with roles realigned to support new operational demands. Management examined duty statements and adjusted classifications as needed, ensuring that job responsibilities accurately reflect tasks required in the digital environment. The goal was to optimize efficiency and support a smooth transition for both staff and licensees.

Upcoming Initiative: License Renewal Operations in Connect

The Licensing Unit's next initiative is to move license renewal operations into the Connect platform, scheduled to launch for the renewal cycle ending June 30, 2026. This cycle will include a total of 8,884 renewals. A key benefit of this transition is the anticipated reduction in processing times—from the current 4 to 6 weeks down to 24 to 48 hours. This streamlined approach is expected to provide greater convenience and efficiency for licensees.

Vice President Finley inquired whether each individual licensee would be required to renew their license independently, rather than having the renewal process managed

by their company. Additionally, Vice President Finley asked when staff planned to begin outreach efforts to licensees regarding the renewal process.

AEO Zanetta responded that outreach for the upcoming online renewal has already begun, confirming that emails have been sent to all individuals scheduled to renew this year, as well as to the companies associated with those licensees, to help them prepare for the renewal date.

Vice President Finley asked if there is a method to report how many licensees slated for renewal this year already possess a Connect online account.

AEO Zanetta explained that, due to the newness of the system, this type of report is not currently available but will be accessible soon.

Vice President Finley emphasized the importance of preparing board staff for outreach efforts to licensees, noting that this renewal cycle marks a significant change for many individuals. Historically, companies handled the license renewal process on behalf of their associated licensees. However, starting this year, individual licensees will be required to complete their own renewals. Vice President Finley wants to ensure that all affected licensees are made fully aware of their responsibilities and are properly supported throughout the transition.

AEO Zanetta confirmed that licensees will receive emails and postcards regarding the new process. She went on to say that once the process has been done this first time, it will become much easier for companies to assist their employees in this renewal process.

President Mendenhall asked AEO Zanetta to clarify Continuing Education (CE) Certificates.

AEO Zanetta explained that as part of the new process, each licensee will be asked to upload their Continuing Education certificates during the online renewal. They will sign the attestation that they have completed their hours and once uploaded they can move forward with renewal. There will be no deficiencies with this new online renewal. If the licensee does not complete each step, the system will not allow them to renew until those items have been completed.

Board member Tengan raised the question of whether there are plans to further develop the Connect system to allow tracking of individual licensees' progress in completing required courses. Tengan suggested the possibility of integrating collaboration with course providers so that completion notices could be uploaded directly to each licensee's online portal. This would facilitate real-time updates and streamline the process for both licensees and course providers.

AEO Zanetta answered that she would be meeting with another Board who were part of the modernization process with Connect and who had their CE processes into Connect. At this time, there are no plans to go forward with this type of development, but we will continue to visit this in the future.

President Mendenhall thanked AEO Zanetta and staff for the work on the new Connect processes and making sure that the roll outs of these new procedures are as easy as possible for licensees.

Exam Modernization Efforts

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

Vice President Finley inquired whether the passing percentages reported for various licensee types are considered typical and questioned if there have been any notable changes in these rates over time.

AEO Zanetta acknowledged that fluctuations in pass rates do occur. She explained that exam plans are being updated, and these revisions will lead to adjustments in the content provided for exam preparation. Additionally, a new list of recommended study materials will soon be published on the Board's website to further support candidates.

AEO Zanetta asked if there were any further questions.

President Mendenhall opened the floor for public comment.

There were no public comments.

EO Azar requested that the Board revisit the Executive Officer's Report before proceeding to review an item that was unable to be included on the Agenda. EO Azar directed the Board members to a handout provided.

Assembly Bill 2477, introduced by Assembly Member Chin in partnership with the California Pest Management Association (CAPMA). EO Azar explained that the information being presented serves as a placeholder to meet the bill introduction deadline. Amendments are expected, and the current language is not final.

The proposed bill seeks to establish a limited provisional supervision period for individuals who have applied for a Branch 2 or 3 Applicator license. Specifically, an unlicensed individual who has submitted an application and completed at least 80 hours of documented in-person training may continue applying pesticides under direct supervision for up to 60 additional days while their application is pending.

Direct supervision as used in this new section shall comply with applicable direct supervision requirements of the Department of Pesticide Regulation. The provisional period may only be used once per application, starts upon completion of application submission, and ends with the issuance or denial of the license, or expiration of the 60 days—whichever comes first. It cannot overlap or extend the existing 90-day training period. CAPMA's stated objective is to address workforce shortages and delays related to exam scheduling, application processing, and live scan clearance, especially for small businesses, while ensuring supervision and documentation safeguards remain in place.

As the bill advances and amendments are developed, the Board will be updated and will continue to evaluate the potential impacts on Board operations.

Vice President Finley asked whether the Board has established an official position regarding the proposed item.

EO Azar expressed her concerns about the current language of the proposal, particularly regarding applicants being permitted to work in the field prior to Live Scan clearance. She emphasized that consumer protection remains the Board's primary focus. EO Azar is actively working with CAPMA to refine the language of the bill to address these concerns.

Vice President Finley offered his assistance in facilitating discussions between the Board and CAPMA on this matter.

EO Azar asked if there were any further questions.

President Mendenhall opened the floor for public comment.

There were no public comments.

Agenda Item 10. Enforcement Update

Enforcement Manager, Hollie Glassner provided the Board with an update on the Enforcement Unit, beginning with the Enforcement Statistics Report.

During the first two quarters of the current fiscal year, the Board experienced a noticeable rise in consumer complaint cases. The first quarter saw an increase in numbers, which was attributed to the Continuing Education Audit. In the second quarter, the increase was believed to be a result of the implementation of the new online complaint form, which simplified the process for consumers to submit complaints.

The recently introduced online complaint form has made it easier for consumers to provide detailed complaints. This form enables users to upload documents and photos, resulting in more complete submissions. It is important to note that the data referenced does not include cases received by the enforcement unit that fall outside the Board's jurisdiction.

There has been an increase in complaints received related to landlord-tenant issues and matters that are typically handled by local and county code enforcement agencies. These types of cases are beyond the Board's jurisdiction and are redirected accordingly.

Enforcement Unit Satisfaction Survey

In the last quarter of 2025, the Enforcement Unit received seven responses to its satisfaction survey, which is consistent with previous periods. During this quarter, all responses indicated a "Very Satisfied" rating, reflecting high approval from participants.

The Unit is currently developing a survey tailored specifically for field investigations. The existing survey is more general in nature and does not account for the unique aspects and extended timelines often associated with field cases. One challenge being addressed is determining the appropriate timing for sending out the field investigation survey, as these cases may take longer to process and return to headquarters. The goal is to ensure that the survey is distributed in a timely manner, capturing accurate and relevant feedback.

During the final two quarters of the current fiscal year, the Enforcement Unit will prioritize internal reviews and audits across several operational areas. This includes a thorough examination of procedures related to the citation and fine desk, with the aim of enhancing efficiency and preparing a new procedure manual for the unit.

Board member Paxson asked if there was a way to provide an overview of the complaint process and the subsequent arrest cases and if Ms. Glassner could clarify what the process is for desk investigation and or field investigation.

Ms. Glassner explained that most cases received by the Board are resolved or mediated at the desk level by the analysts at headquarters. Cases requiring field

investigation involve an investigator conducting an in-person inspection at the property to gather additional evidence and resolve the issue.

Board member Paxson asked for further clarification on the subsequent arrest cases. Ms. Glassner explained that all subsequent arrest reports are opened in the system and reviewed by staff to determine the severity of the arrest. The Board follows specific guidelines to decide whether a case requires further investigation or can be closed. Once a case is opened and referred for further review, it remains active until the conclusion of the court process.

EO Azar confirmed her close collaboration with staff to ensure that all subsequent arrest cases are thoroughly reviewed and followed up when necessary. She emphasized that, since her tenure with the Board, there has been a concerted effort to mediate cases at the desk level whenever possible, reducing unnecessary field investigations.

Vice President Finley inquired about the number of enforcement field investigators. Ms. Glassner confirmed that there are currently seven full-time investigators in the field, with the unit fully staffed. She noted that some regions naturally generate more cases due to favorable pest climates. Additionally, the Board has begun opening desk investigations into cases that were previously unaddressed, such as companies failing to file WDO reports or maintain insurance coverage. This approach provides a more accurate representation of the analysts' workload and contributions.

Vice President Finley also sought clarification regarding the drop in WDO report submissions in October. EO Azar explained that this decrease was due to the transition from the legacy system to a new data system; the system was offline for six weeks to facilitate the transition. As a result, a noticeable increase in submission numbers was observed in December following the completion of the transition.

President Mendenhall asks if there are any further questions or comments.

President Mendenhall opened the floor for public comment.

There were no public comments.

Agenda Item 11. Board Outreach Efforts and Public Communication/Engagement Update

Administrative Analyst, Kristina Jackson-Duran provided the Board with an update to the Board Outreach Efforts.

Email Communications

Since the previous Board meeting, the Board's email list has experienced a growth of 3.6%. This increase reflects a consistent upward trend that has been observed over the past several years.

Social Media

The Board consistently shares updates and announcements on its social media platforms to inform stakeholders of changes related to licensing, enforcement, and Wood-Destroying Organism (WDO) activities. These posts aim to keep licensees and the public aware of new procedures and important events.

Since the last Board meeting, several key posts have been featured:

- Announcement of the launch of WDO Reporting ("Go Live – WDO Reporting")
- Notification of the WDO Townhall event ("WDO Townhall Notice")

SPIN Newsletter

The Board temporarily paused the publication of its newsletter due to the increased workload associated with outreach efforts for the WDO outreach program. With outreach activities stabilizing, the Board has reconvened to resume newsletter efforts.

A mini edition of the newsletter is scheduled for release to the public in May. This upcoming issue will highlight the new online renewal system, offering readers comprehensive details about the updated procedures. Additionally, the newsletter will feature links to the Board's website, directing stakeholders to further information and resources regarding the renewal process.

Speaking Engagements

Board staff have continued to participate in both in-person and virtual meetings. Since the last Board meeting staff have presented at twelve meetings, which included the Structural Regulatory Training, the UCR Fume School and the CAPMA PestEd series. Staff were also invited to participate in the DPR IPM Achievement Awards. Staff attended the event and operated a booth, where they were available to address inquiries and share information about the Board.

Vice President Finley expressed gratitude for the staff's attendance at various events, emphasizing that their participation has helped strengthen the Board's connection with licensees. By being present and engaged, staff members have contributed to fostering positive and productive working relationships between the Board and its stakeholders.

President Mendenhall opened the floor for public comment.

There were no public comments.

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

President Mendenhall opened the floor to any public comments that were not on the agenda.

There were no public comments.

Agenda Item 13. Future Agenda Items

President Mendenhall asked if there were any topics that the Board Members would like to add to a future agenda.

There were no requests from the Board members.

President Mendenhall opened the floor to public comment.

There were no public comments.

Agenda Item 14. Adjournment

President Mendenhall adjourned the meeting at 11:55 a.m.



AGENDA ITEM 9

EXECUTIVE OFFICER'S REPORT



MEMORANDUM

DATE	October 14, 2026
TO	Members of the Structural Pest Control Board
FROM	Sophia Azar, Executive Officer Structural Pest Control Board
SUBJECT	Agenda Item #9: Executive Officer's Report

a. Budget Update

The Support Fund ended FY 2025-26 with revenues of approximately 6.4 million. Revenue increased from the prior fiscal year (2024-25) by approximately 1 million (or \$990,000), due to the \$1 increase to the Wood Destroying Organisms (WDO) activity fee. Expenditures in FY 2025-26 totaled approximately 6.3 million, leaving a year-end balance of approximately \$1.8 million.

I would like to highlight that the Board's expenditures decreased in FY 2025-26 by approximately \$165,000 compared to FY 2024-25. Considering ongoing increases in personnel and operating costs, even a modest reduction is noteworthy. This decrease reflects our management team's continued attention to operational efficiency, careful cost management, and commitment to ensuring resources are used strategically and responsibly.

The Budget Office will provide a presentation at the meeting covering all three Board funds. Our Budget Analyst, Edgar Dominguez, will present the budget in detail across the Support, Education and Enforcement, and Research funds (Attachments A – C).

b. Legislation

Governor Newsom signed AB 2477, which becomes effective January 1, 2028. AB 2477 establishes a new, limited pathway for unlicensed individuals employed by registered pest control companies, who have applied for the **Applicator** examination, to perform outdoor pesticide applications in Branch 2 and Branch 3, under supervision, while awaiting licensure. This provisional authorization is intended to address workforce shortages and support small businesses, while maintaining safety and regulatory oversight.

Key Provisions:

- **Eligibility:** Applies to unlicensed individuals who have submitted a complete Applicator exam application to the Board for Branch 2 and/or Branch 3, as evidenced by written or electronic confirmation.
- **Supervision:** The individual must be supervised by a licensed operator or field representative. "Supervision" means either direct supervision (physically present and able to intervene) or remote supervision (audio/video communication with ability to direct onsite personnel).
- **Training Requirement:** The individual must complete at least 80 hours of documented in-person training in pesticide application under direct supervision, plus additional instruction relevant to Branch 2 and Branch 3 work, including safety, label compliance, hazard communication, and employee rights.
- **Scope of Work:** Only outdoor applications are permitted; interior applications (inside structures, food-handling areas, attics, etc.) are strictly excluded.
- **Documentation:** The company and supervising licensee must maintain detailed records of training, supervision, and compliance for at least three years, and make them available to SPCB, DPR, county agricultural commissioners, or the applicant upon request.
- **Duration & Limits:** The provisional authorization lasts up to 60 days, starting upon Board approval. It is granted only once per individual and cannot be renewed or extended. It terminates upon license issuance, exam failure, application denial, or expiration of the 60-day period.
- **Interaction with Existing Law:** This provisional period does not extend any training or supervision period authorized under Section 8551.5.
- **Restricted Use Pesticides:** The bill does not expand or limit laws regarding restricted use pesticides under federal or California law.
- **Operative Date:** January 1, 2028.

The staff and I will begin working on the implementation of this legislation next year so we are ready for January 1, 2028, effective date.

c. Regulations Update

The Board recently completed a major regulatory process that some of our long-standing Board members will remember well, and which newer members may be hearing about for the first time. After several years of development, the Board's rulemaking package to update examination requirements was approved by the Office of Administrative Law (OAL) on July 13, 2026, and the regulations became effective on October 1, 2026.

This rulemaking modernizes and clarifies how the Board administers licensing examinations for applicators, field representatives, and operators across all three branches of practice. Although our exams have long been developed using validated occupational analyses, the Board's regulations did not formally specify minimum standards, exam content, or examination procedures. The updated regulations now

incorporate, by reference, the most recent occupational analyses completed by the Department of Consumer Affairs' Office of Professional Examination Services (OPES). These analyses define current entry-level knowledge, tasks, and competencies required of licensees, ensuring that every examination is fair, impartial, and aligned with validated professional practice.

Another key driver for this rulemaking was the need to demonstrate compliance with federal requirements. The U.S. Environmental Protection Agency updated its certification standards under 40 CFR Part 171, requiring states to adopt federal "core standards" for commercial pesticide applicators. California's Department of Pesticide Regulation (DPR) incorporated these standards into its own regulations, and because our Board licenses structural pest control professionals who apply restricted-use pesticides, our regulations needed to reflect these federal and state mandates explicitly. The newly adopted language now clearly identifies the federal competency standards that apply to operator and field representative examinations, ensuring statewide consistency and continued compliance with federal law.

In addition to updating exam content, the rulemaking clarifies the entire examination process, from how applicants apply, to identification requirements, to procedures for re-examination. These updates do not add new burdens for applicants; instead, they codify the practices already used by the Board and provide clearer, more transparent instructions. This helps applicants understand expectations, reduces confusion, and supports more efficient exam administration.

Ultimately, the updated regulations strengthen consumer protection by ensuring examinations accurately measure minimum competency and by aligning California's standards with federal requirements for safe and lawful pesticide use. These improvements also benefit the health and safety of California residents, certified commercial applicators, and the environment by reducing the likelihood of improper pesticide applications or accidental exposures.

d. Board Staffing Update

We are pleased to welcome Tammi Herrera as our new Licensing and Administration Manager. Tammi has over two decades of experience within the Department of Consumer Affairs, most recently serving as Assistant Executive Officer for the Board of Chiropractic Examiners. In that role, Tammi oversaw daily operations across administration, licensing, enforcement, and special investigations, directly supervising managers and investigative staff. She has a strong background in regulatory compliance and program management, as well as extensive experience in personnel management, facilities coordination, and budget oversight.

We are excited to have Tammi join our team and look forward to the expertise, professionalism, and dedication Tammi will bring to the Licensing and Administration Units.

Please join us in welcoming Tammi Herrera to the Board!

e. Update on Current Research Projects

Under Business and Professions Code §8674(t)(3), the Board maintains a research fund, supported by pesticide use stamp revenue, to advance scientific knowledge and improve integrated pest management (IPM) practices in California. Through the Research Advisory

Panel (RAP), the Board solicits and evaluates proposals from qualified California University research institutions. The RAP conducts a competitive, criteria-based review process and recommends projects for Board approval. Funded researchers submit progress reports and present findings at Board meetings as required.

In April 2025, the Board issued a Request for Proposal to researchers with potential interest in submitting research proposals. The Board received a total of five (5) proposals and, in October 2025, selected the following four (4) projects for funding:

- Niahm Quinn – *Rodenticide Exposure Coyotes*
- Neil Tsutsui – *RNAi Solutions – Argentine Ants*
- Chow-Yang Lee – *German Cockroaches*
- Dong-Hwan Choe – *Drywood Termites*

Researchers are still in the beginning stages of their work; however, included in your Board meeting materials are the progress reports submitted by each researcher, which provide detailed updates on milestones, preliminary findings, timelines, and any issues encountered.

Attachments:

- A. Support Fund Expenditures, Revenue and Fund Condition
- B. Research Fund Expenditures, Revenue and Fund Condition
- C. Education and Enforcement Fund Expenditures, Revenue and Fund Condition
- D. Progress Report: Niahm Quinn – *Rodenticide Exposure Coyotes*
- E. Progress Report: Neil Tsutsui – *RNAi Solutions – Argentine Ants*
- F. Progress Report: Chow-Yang Lee – *German Cockroaches*
- G. Progress Report: Dong-Hwan Choe – *Drywood Termites*

0775 - Structural Pest Control Fund
Analysis of Fund Condition
(Dollars in Thousands)
Budget Act of 2026 with FM 13 Actuals
With updated revenue in 2026-27

Prepared 09.10.2026

	PY 2025-26	CY 2026-27	BY 2027-28	BY +1 2028-29
BEGINNING BALANCE	\$ 1,635	\$ 1,785	\$ 1,221	\$ 409
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 1,635	\$ 1,785	\$ 1,221	\$ 409
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS				
Revenues				
4121200 - Delinquent fees	\$ 7	\$ 12	\$ 12	\$ 12
4127400 - Renewal fees	\$ 241	\$ 360	\$ 360	\$ 360
4129200 - Other regulatory fees	\$ 5,155	\$ 5,122	\$ 5,122	\$ 5,122
4129400 - Other regulatory licenses and permits	\$ 905	\$ 966	\$ 966	\$ 966
4143500 - Miscellaneous Services to the Public	\$ 2	\$ 1	\$ 1	\$ 1
4163000 - Income from surplus money investments	\$ 95	\$ 68	\$ 17	\$ -
4171400 - Escheat of unclaimed checks and warrants	\$ 2	\$ -	\$ -	\$ -
4171500 - Escheat of unclaimed property	\$ 5	\$ -	\$ -	\$ -
Totals, Revenues	\$ 6,412	\$ 6,529	\$ 6,478	\$ 6,461
TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS	\$ 6,412	\$ 6,529	\$ 6,478	\$ 6,461
TOTAL RESOURCES	\$ 8,047	\$ 8,314	\$ 7,699	\$ 6,870
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ 5,827	\$ 6,583	\$ 6,780	\$ 6,984
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 435	\$ 510	\$ 510	\$ 510
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 6,262	\$ 7,093	\$ 7,290	\$ 7,494
FUND BALANCE				
Reserve for economic uncertainties	\$ 1,785	\$ 1,221	\$ 409	\$ -624
Months in Reserve	3.0	2.0	0.7	-1.0

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

0168 - Structural Pest Control Research Fund
Analysis of Fund Condition
(Dollars in Thousands)
Budget Act of 2026 with FM 13 Actuals

Prepared 09.10.2026

	PY 2025-26	CY 2026-27	BY 2027-28	BY +1 2028-29
BEGINNING BALANCE	\$ 1,425	\$ 1,555	\$ 1,796	\$ 2,043
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 1,425	\$ 1,555	\$ 1,796	\$ 2,043
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS				
Revenues				
4129200 - Other regulatory fees	\$ 177	\$ 164	\$ 164	\$ 164
4163000 - Income from surplus money investments	\$ 63	\$ 80	\$ 86	\$ 97
Totals, Revenues	\$ 240	\$ 244	\$ 250	\$ 261
TOTAL RESOURCES	\$ 1,665	\$ 1,799	\$ 2,046	\$ 2,304
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ 110	\$ 3	\$ 3	\$ 3
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 110	\$ 3	\$ 3	\$ 3
FUND BALANCE				
Reserve for economic uncertainties	\$ 1,555	\$ 1,796	\$ 2,043	\$ 2,301

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

0399 - Structural Pest Control Education and Enforcement Fund
Analysis of Fund Condition
(Dollars in Thousands)
Budget Act of 2026 with FM 13 Actuals

Prepared 09.10.2026

	PY 2025-26	CY 2026-27	BY 2027-28	BY +1 2028-29
BEGINNING BALANCE	\$ 2,128	\$ 2,372	\$ 2,566	\$ 2,772
Prior Year Adjustment	\$ -	\$ -	\$ -	\$ -
Adjusted Beginning Balance	\$ 2,128	\$ 2,372	\$ 2,566	\$ 2,772
REVENUES, TRANSFERS AND OTHER ADJUSTMENTS				
Revenues				
4129200 - Other regulatory fees	\$ 471	\$ 428	\$ 428	\$ 428
4163000 - Income from surplus money investments	\$ 108	\$ 105	\$ 117	\$ 126
Totals, Revenues	\$ 579	\$ 533	\$ 545	\$ 554
TOTAL RESOURCES	\$ 2,707	\$ 2,905	\$ 3,111	\$ 3,326
Expenditures:				
1111 Department of Consumer Affairs (State Operations)	\$ 314	\$ 314	\$ 314	\$ 314
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 21	\$ 25	\$ 25	\$ 25
TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS	\$ 335	\$ 339	\$ 339	\$ 339
FUND BALANCE				
Reserve for economic uncertainties	\$ 2,372	\$ 2,566	\$ 2,772	\$ 2,987
Months in Reserve	84.0	90.8	98.1	105.7

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

ATTACHMENT D

Progress Report: Niahm Quinn – Rodenticide Exposure Coyotes

Research Contract Update
Niahm Quinn – *Rodenticide Exposure Coyotes*

Niahm Quinn provided a brief status update on the project, noting limited progress to date. Key points include:

- The team is currently awaiting DPR approval. The researcher reports that DPR has been communicative, and approval is anticipated within the next few weeks.
- The project experienced staff recruitment challenges, but a qualified candidate has now been identified. The team expects to begin collaring activities in January.
- The isotopically labeled technical material has been successfully created without issues. The team is now waiting for its delivery to the manufacturer so bait production can begin.

ATTACHMENT E

Progress Report: Neil Tsutsui – RNAi Solutions – Argentine Ants

RNAi Solutions for Low-impact Argentine ant Management

PI: Prof. Neil Tsutsui

UC Berkeley

Overview. A major shortcoming of current methods for pest insect control is that available insecticides harm both target and non-target organisms. The goal of this research is to optimize methods for using RNA interference (RNAi) as a method for species-specific control of invasive ants, using Argentine ants as a model system. Briefly, RNAi works by feeding double-stranded RNA (dsRNA) molecules that are designed to match unique sequences in the Argentine ant genome. Because dsRNA does not normally occur inside the bodies of ants, the RNAi immune response is mobilized, which degrades RNA sequences that match our custom dsRNA. When the unique gene sequence is essential for the ant's survival, this degradation kills the ant. Because we select gene sequences that are not present in other insect species, if they accidentally consume the dsRNA they are not harmed. We have shown that this approach works in the lab, but there are significant challenges to making this technology more effective and, as a result, more cost-effective.

Personnel & Infrastructure. We have successfully launched this project and the proposed research is well underway. During the first few months of the project, a post-doctoral researcher was hired at 25%, and since July 1, 2026, that commitment has gone up to 100% time. We have collected and established the necessary ant colonies in the lab and have purchased and received the materials and supplies necessary to perform the first experiments.

Research progress. We have nearly completed Objective 2 and have launched Objectives 1, 3, and 4.

Objective 2. Chitosan and carbon quantum dots (CQDs) are two additives that have been shown in other experimental systems to enhance the efficacy of RNAi. Chitosan and CQDs both function as carriers for dsRNA molecules, which bind to them via electrostatic interactions and protect the dsRNAs from degradation by enzymes in the insect digestive system. Before testing whether they enhance RNAi, we first need to ensure that 1) ants will eat them (palatability) and 2) that they are not toxic to the ants (mortality). We performed palatability and mortality experiments using Argentine ant workers, testing both chitosan and CQDs at three different concentrations. We also performed two negative controls: 1) 15% sucrose in water to produce a baseline of typical feeding behavior and

levels of mortality (if any) and 2) an evaporation control in which sucrose solution was added to a replicate feeding dish without ants, in order to measure how much liquid is lost due to evaporation during the course of the experiment. We performed five simultaneous replicates of each treatment and control, with 10 Argentine ant workers in each feeding replicate.

In the palatability tests, we observed all ants feeding on the chitosan and CQD baits, suggesting that they are acceptable to ants. When we measured the mass of the baits at the end of the experiment using a high sensitivity balance (correcting for loss due to evaporation), we found that the mass differed from the no-ant evaporation control for all treatments except for chitosan-1:100 dilution, chitosan-1:200 dilution, and the negative control. This result indicates that ants consumed significant amounts of CQD solution, sugar water (control), and the chitosan 1:10 dilution, but did not appear to consume chitosan at 1:100 and 1:200 dilutions.

Typically, mortality was low: 0 or 1 dead ants in nearly all assays. However, the chitosan-1:10 dilution did have a significantly higher mortality rate with 1-3 dead ants in each assay. CQD treatments did not produce significant mortality at any concentration.

These results are very promising, and will allow us to move forward with the experiments in which we incorporate chitosan and CQDs into formulations with dsRNA (Objectives 3 and 4).

Objectives 1, 3, and 4. We have designed and purchased the custom dsRNA molecules, have established the laboratory ant colonies, have purchased and received the necessary materials, and are preparing to launch feeding experiments in which we test whether molecular structure (Objective 1), chitosan addition (Objective 3), or CQD addition (Objective 4) increase the mortality caused by dsRNA. These are complex and highly replicated experiments, so we expect to spend several months performing them.

ATTACHMENT F

Progress Report: Chow-Yang Lee – German Cockroaches

Update Provided by: Chow-Yang Lee – *German Cockroaches*

Improving application of dusts and gel baits for control of insecticide-resistant German cockroaches, a major indoor pest of public health importance

January 2026 – September 2026 Update

Project overview

This project seeks to update information on the efficacy of insecticidal dusts when used against German cockroaches. We will evaluate different dust products for their effectiveness, repellency, and compatibility with gel baits against different resistant German cockroach strains. The information obtained from this project will be crucial in supporting the responsible incorporation of insecticidal dusts into integrated pest management (IPM) programs.

Timeline of the research

Objective 1: Determining the most effective dust treatments under forced exposure or choice conditions

- Experiment 1.1: toxicity of dust products in forced exposure assays – Sept. 2026
- Experiment 1.2: Performance of dust products in Ebeling choice box assays – Dec. 31, 2026

Objective 2: Performance of dust insecticides in the presence of gel baits

- Experiment 2.1 Determining the best treatment combination and application sequence – Dec. 2027
- Experiment 2.2 Performance against mixed populations – Jun. 2028

Objective 3: Behavioral response of cockroaches to dust insecticides

- Experiment 3.1 Behavioral response of cockroaches to combined treatment – Jun. 2028

OBJECTIVE 1 – DETERMINING THE MOST EFFECTIVE DUST TREATMENTS UNDER FORCED EXPOSURE OR CHOICE CONDITIONS.

Updated Insecticides

Six products with active ingredients including desiccants, oral toxicants, contact toxicants, and mixtures are selected for testing (Table 1). All products were confirmed to have an active registration in California.

Table 1. Dust products to be evaluated in this project.

Category	Trade Name	Active Ingredient(s)
Desiccant	CimeXa	92.1% silicon dioxide
Oral	BorActin	99% boric acid
	Avert DF	0.05% abamectin

	Advion MicroFlow	0.22% indoxacarb
Contact	D-fense dust	0.05% deltamethrin
Mixture	Tri-Die Aerosol	0.6% pyrethrin, 4.8% PBO, 8% silica gel

Updated Cockroach Strains

The German cockroach strains N97 and BIN were collected from residential areas in 2023 and maintained in the laboratory under ambient conditions ($24 \pm 2^\circ\text{C}$, 30–50% RH, and 12:12 h L:D) with dog food (Purina Dog Chow, Nestle Purina Petcare, St. Louis, MO), cardboard harborages, and water provided ad libitum. The UCR strain is a susceptible strain reared in laboratory ambient conditions without exposure to insecticides for >40 years. All strains were tested for resistance using topical diagnostic doses of deltamethrin, abamectin, indoxacarb, and dinotefuran

Table 2. German cockroach strains that will be used in this project.

Strain	Collection Date	Mortality of adult males treated with diagnostic dose*			
		deltamethrin	abamectin	indoxacarb	dinotefuran
UCR	-	100.0%	100.0%	100.0%	100.0%
N97	2023	30.0%	83.3%	66.7%	50.0%
BIN	2023	13.3%	96.7%	40.0%	60.0%

*Topical 3 d 2 x LD₉₅ of the UCR strain.

Experiment 1.1: Toxicity of dust products in forced exposure assays

Updated experimental design

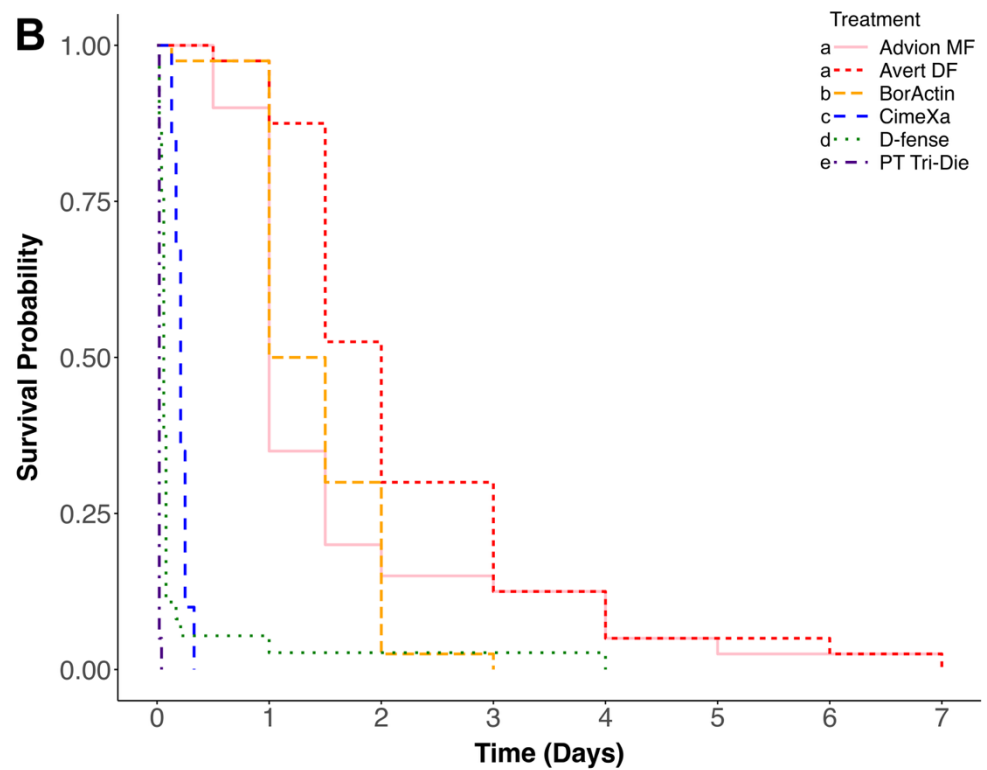
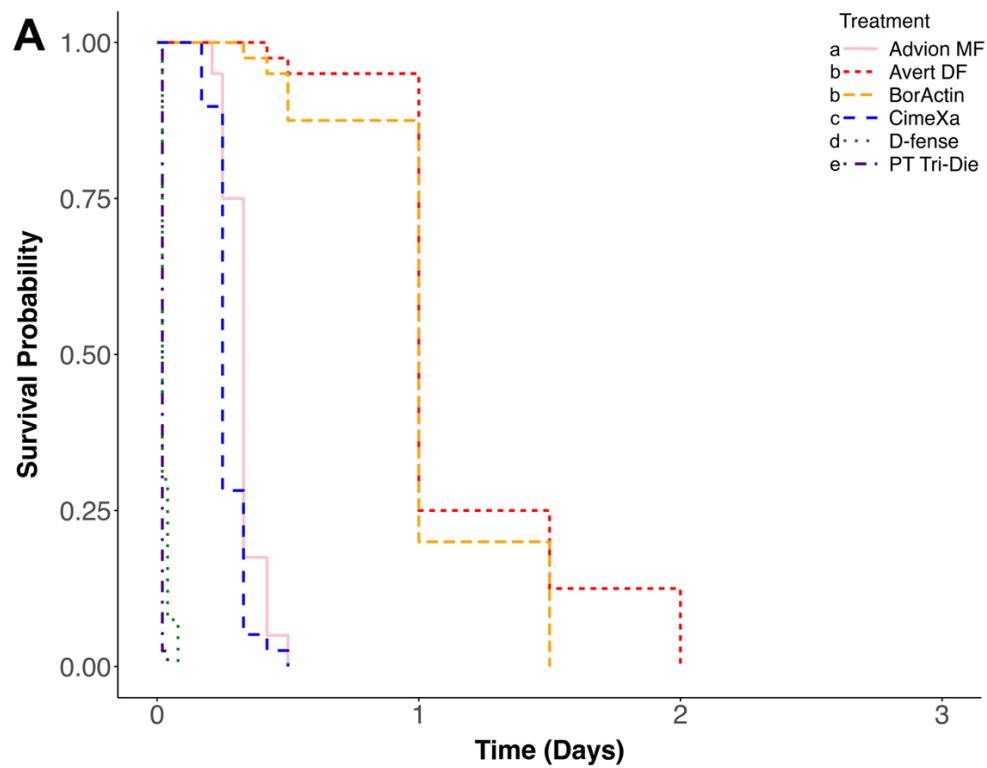
Dust is applied to the bottom of a glass petri dish (95 mm diameter) at label rates then gently tapped to achieve uniform distribution of the product. Ten adult male cockroaches are introduced to the petri dish, and the cover is placed on the dish to prevent escape. Controls are introduced to a petri dish with no dust. Mortality is recorded at regular intervals (e.g., every hr for 6 hr, then daily up to 7 d) until control mortality > 50%%. Each of the six treatments and controls are replicated four times across three cockroach strains, requiring a total of 84 replications and n = 840 cockroaches to complete this experiment. Treatment performance is compared between treatments and strains using Kaplan Meier survivorship analysis and logrank tests.



Figure 1. German cockroach continuous exposure to insecticidal dust.

Results

Total mortality was observed in German cockroaches regardless of insecticidal dust treatment and strain. PT Tri-Die showed the shortest mean survival time across all strains tested (UCR = 0.02, N97 = 0.02, BIN = 0.02 d) (Table 3). CimeXa killed all German cockroaches tested in less than 0.5 d regardless of strain (Table 3). D-fense, BorActin, and Advion MF showed reduced performance against field strains (N97 and BIN) compared with the UCR susceptible strain. In particular, the mean survival time of German cockroaches treated with Advion MF increased from less than 0.5 d in UCR strain to over 1 d in the field strains (Table 3; Fig. 2A–C). Avert was the slowest-acting product tested and consistently showed longest mean survival time across all strains tested (Table 3; Fig. 2A–C).



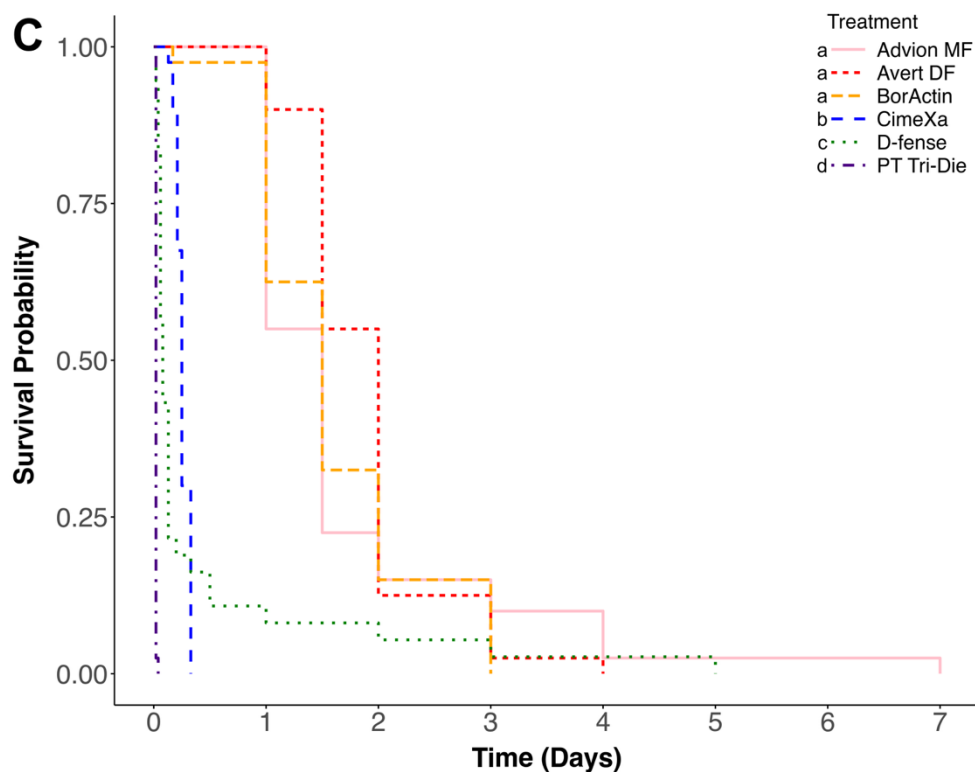


Figure 2. German cockroach survival probability following continuous exposure to different insecticidal dust products in petri dishes. German cockroach strains tested were: (A) UCR, (B) N97, and (C) BIN. Different letters by the figure legend indicate significant differences between treatments (logrank test; $\alpha = 0.05$)

Table 3. Mean survival time in days of UCR, N97, and BIN strains

UCR strain				
Treatment	Mean	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Advion MicroFlow	0.33	0.01	0.31	0.35
Avert DF	1.16	0.06	1.04	1.28
BorActin	1.03	0.05	0.94	1.12
CimeXa	0.27	0.01	0.25	0.29
D-fense	0.03	0.00	0.02	0.03
PT Tri-Die	0.02	0.00	0.02	0.02

N97 strain				
Treatment	Mean	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Advion MicroFlow	1.60	0.21	1.18	2.02
Avert DF	2.24	0.21	1.80	2.65
BorActin	1.40	0.09	1.24	1.57
CimeXa	0.21	0.01	0.20	0.23
D-fense	0.20	0.11	0.00	0.41
PT Tri-Die	0.02	0.00	0.02	0.02

BIN Strain				
Treatment	Mean	Std. Error	95% Confidence Interval	
			Lower Bound	Upper Bound
Advion MicroFlow	1.71	0.19	1.34	2.09
Avert DF	1.88	0.10	1.68	2.07
BorActin	1.60	0.11	1.38	1.83
CimeXa	0.26	0.01	0.24	0.27
D-fense	0.40	0.16	0.09	0.71
PT Tri-Die	0.02	0.00	0.02	0.02

Proposed Next Steps & Status of Ongoing Experiments

Objective 1 – Experiment 1.2 is currently ongoing, and we expect its completion by the original delivery date of Dec. 31, 2026. Objectives 2 & 3 will be initiated upon completion of Objective 1. No major changes to the objectives are expected at this time.

ATTACHMENT G

Progress Report: Dong-Hwan Choe – Drywood Termites

Progress Report

Reporting Period 01-01-2026 to 08-31-2026

Submittal Date: 09-01-2026

Project Title Impact of High Temperature and Chitin Synthesis Inhibitors on Gut
Microbial Symbiont Community and Desiccation Tolerance in Western
Drywood Termite

Grant Agreement No. 1111-123660

Principal Investigator Dong-Hwan Choe, Department of Entomology,
University of California, Riverside

1. List of progress made during this reporting period:

During this time, we focused on investigating the effect of sub-target high temperature on the western drywood termite, *Incisitermes minor*. We measured feeding rate, pellet production, mortality rate, and began the process for gut bacterial microbiome analysis. The following work was performed during the reporting period:

- Groups of 10 termites were exposed for one hour to 46, 47, 48, 49, or 50°C and immediately transferred to Petri dishes lined with filter paper discs. Control groups were not exposed to the heat treatment.
- After one week:
 - Filter paper discs weighed again to determine amount consumed
 - Number of fecal pellets counted
 - Gut dissections for 16S rRNA sequencing analysis
- Mortality was tracked daily for a two-week (14 d) period

2. Milestones and findings from this reporting period:

The following findings were made during the reporting period:

- The control group consumed significantly more filter paper than any of the treatment groups exposed to high temperatures (Fig. 1)
- Amounts of filter paper consumed were very low or negligible in all treatment groups, not being significantly different among them (46, 47, and 48 °C) (Fig. 1). In fact, weight of filter paper discs from these treatment groups often gained weight due to added excretory materials from the treated termites (see below)
- Heat-treated termites sometimes produced aqueous fecal matter that “smeared” onto the paper instead of normal, hard pellets (Fig. 2). This effect was temporary, as some normal fecal pellets were found in the dishes as the observation period continued. The amount of smearing made the filter paper discs weigh more at the end of the observation period than the initial weight (Fig. 1)
- Complete mortality was found for termites exposed to 49 and 50°C after 24 hours (Fig. 3)
- Day 14 mortality (Fig. 3):
 - 53.5% mortality for 48°C
 - 13.5% mortality for 47°C
 - 3.5% mortality for 46°C and control
- Interestingly, while 46°C treated termites experienced little to no mortality, they consumed significantly less filter paper than the control (Fig. 1)

3. Any problems encountered in the performance of the work:

N/A

Based on my inquiry of the persons who manage the project, or those directly responsible for gathering the information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete.

Dong Hwan Choe

Principal Investigator's Signature

09/01/2026

Date

Figures:

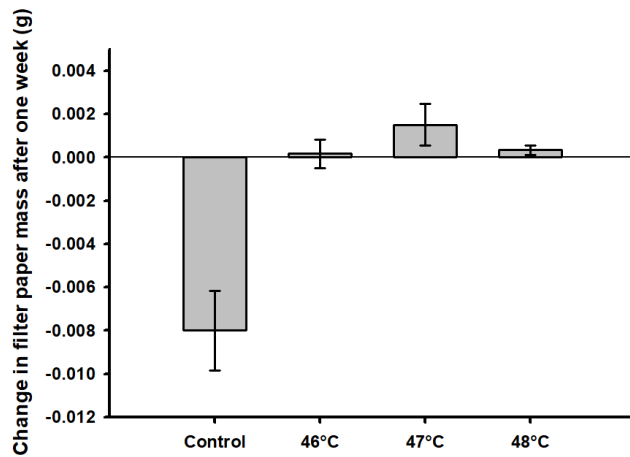


Figure 1. The change in filter paper mass by *I. minor* (a group of 10 workers) after one-hour exposure time to sub-target high temperatures.



Figure 2. Aqueous fecal matter streaked on filter paper surface from 48°C-treated termites.

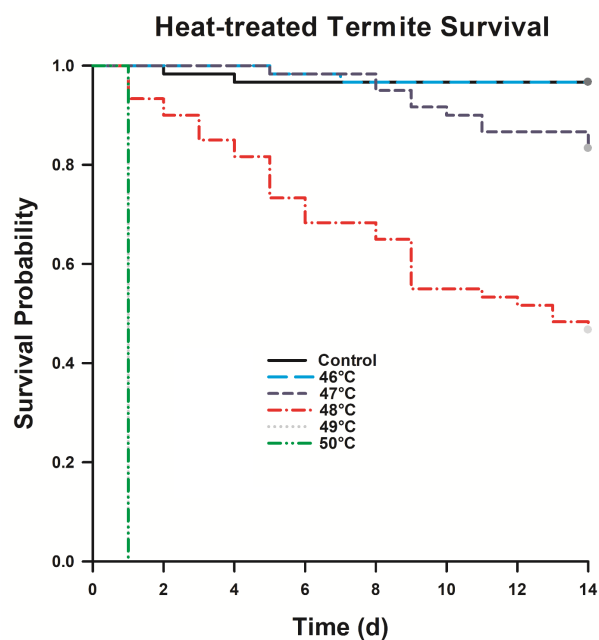


Figure 3. Kaplan-Meier survival curves of *I. minor* when exposed to high temperatures for one hour.



AGENDA ITEM 10

**DISCUSSION AND POSSIBLE ACTION TO
APPROVE THE SPCB DRAFT SUNSET REPORT
FOR SUBMITTAL TO THE LEGISLATURE**

MEMORANDUM

DATE	October 14, 2026
TO	Members of the Structural Pest Control Board
FROM	Sophia Azar, Executive Officer Structural Pest Control Board
SUBJECT	Agenda Item #10: Discussion and Possible Approval of the SPCB Draft Sunset Review Report for Submittal to the Legislature

Summary of Sunset Review Process

For the benefit of the Board members who are newer to the Board or who may not have previously participated in a sunset review, the following is a brief overview of the process.

Every four years the Board undergoes a sunset review by the Legislature through oversight hearings jointly held by the Assembly Business and Professions Committee and the Senate Business, Professions, and Economic Development Committee. The sunset review also provides a formal opportunity for the Board to recommend statutory changes intended to improve program effectiveness, efficiency, and consumer protection.

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

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

Section-by-Section Summary of the Draft Report

1. Background & Board Operations (page 1)

The report outlines the Board's history, statutory mandate, regulated branches, licensing structure, enforcement authority, and consumer-protection mission. It highlights:

- Oversight of three structural pest control practice branches.
- Licensing categories.

- Investigation and enforcement authority to ensure public protection.

2. Fiscal Condition, Program Funding, and Staffing Issues (page 10)

The Board presents updated fund condition data showing:

- Declining reserves over multiple fiscal years.
- A projected deficit beginning FY 2028/29.
- Continued reliance on WDO fees (~80–85% of total revenue), which fluctuate with housing market conditions.
- Rising expenditures due to IT modernization, AG/OAH rates, statewide salary changes, and increasing operating expenses and equipment.

This financial context is one of the primary reasons for the proposal to increase statutory fee caps, as the Board can adjust fees only through regulation but only up to the maximum amounts set in statute. Because nearly all fees are already at those statutory maximums, the Board currently has no remaining regulatory flexibility to respond to rising operational costs or maintain solvency. Increasing statutory caps is therefore essential to allow the Board to make future fee adjustments through regulation to ensure long-term financial stability.

3. Licensing & Examination Program Performance (Page 16)

The report details:

- Strong licensing cycle times that have improved over the past four fiscal years (most applications processed well within established targets).
- Successful implementation of online exam and license applications through Connect.
- Full computer-based testing statewide, supported by PSI.
- Updated, federally aligned examination regulations effective October 1, 2026.
- Occupational analyses completed for all exam categories and incorporated into new regulations.
- Continuing education and provider oversight including:
 - CE requirements and branch-specific hour obligations.
 - Audit activity and failure rates over the past four fiscal years.
 - Ongoing modernization of CE provider submissions and audit processes.

4. Enforcement Program & Trends (page 31)

Enforcement continues to be a major component of Board operations, including:

- Complaint intake, investigations, citations, probation monitoring, and disciplinary actions.
- More than 40% of FY 2025/26 program expenditures devoted to enforcement.
- Stable enforcement performance metrics with improved intake and investigation timelines over the past four fiscal years.
- A notable decrease in formal discipline due to policy shifts (e.g., CE failures handled via citation instead of accusation).

5. Public Information, Transparency & Outreach (page 43)

The Board highlights:

- Routine webcasting and archiving of Board/committee meetings.
- Public availability of licensing, enforcement, and complaint data.
- Use of social media and online services for public outreach.

6. Online Practice Issues (page 45)

The report documents:

- Structural pest control services are performed onsite; no true “online practice” exists.
- Board enforcement includes investigating false or misleading online advertisements and verifying licensure through the public lookup.
- Out-of-state businesses are subject to Board oversight only when advertising or performing services for California consumers.
- No additional statutory authority is currently needed to regulate online activity.

7. Workforce Development & DEIA (page 46)

The report documents:

- Improved staffing stability and reduced vacancy rates.
- Expanded staff development and succession strategies.
- Integration of DEIA goals into strategic planning and licensing accessibility efforts, including future translation of examinations and forms.

8. Current Issues (page 47)

The Committees had questions on the participation and development on online application and payment capability and asked what the Board's future IT needs are.

Response: Connect is now the Board's primary platform for licensing, renewals, and complaints. The Board is:

- Continuing Business Modernization implementation.
- Preparing for transition to SharePoint for legacy document storage.
- Coordinating with DCA's OIS on long-term plans to retire legacy CAS once enforcement modules are built.

9. Response to Prior Sunset Issues

The report outlines actions taken since the last Sunset Review, including:

- The Board revived its Research Advisory Panel and awarded four new research projects in January 2026, continuing a multi-year research cycle that supports data-driven regulatory decisions.
- Addressing staffing issues
- Completing occupational analyses and modernizing licensing and examination regulations.
- Improving CE audits.
- Addressing criminal record history challenges
- Addressing COVID-19 impacts to licensees, industry, and consumers.

10. New Issues identified by the Board and by the Committees

Many of the proposals included in the Sunset Report reflect long-standing policy discussions and priorities identified by the Board over several years. As the report has now reached completion, the recommendations have narrowed to two core structural changes intended to strengthen the Board's fiscal stability, modernize its regulatory framework, and improve oversight of businesses operating in California.

Increase Statutory Fee Caps for All Fee Categories

The Board is recommending a comprehensive update to statutory fee caps across all licensing, registration, examination, and administrative categories. Current caps have not

been meaningfully revised in decades, and in many areas the Board is already charging the maximum allowable fee while still falling short of recovering the true cost of licensing, enforcement, and program operations. Workload analyses demonstrate that the existing caps limit the Board's ability to align fees with rising personnel, technology, enforcement, and processing costs.

Additionally, the Board continues to rely heavily on Wood Destroying Organism (WDO) reporting revenue, which now represents approximately 85 percent of total program funding. This revenue stream fluctuates with market conditions and does not align with long-term operational needs. Increasing statutory fee caps will allow the Board to adjust fees through regulation to reflect actual program costs, reduce reliance on WDO-related income, maintain service levels, and modernize systems to better support the industry and consumers.

The Sunset Report therefore requests legislative amendments to the Structural Pest Control Act to increase statutory maximums for all fee categories so the Board may adopt fees that accurately reflect the cost of providing services.

Establish Annual Registration and Renewal Requirements for Structural Pest Control Companies and Branch Offices

The report also proposes creating annual renewal requirements for structural pest control companies and branch offices. Under current law, once a company or branch office registration is issued, it remains valid indefinitely unless suspended or revoked. This structure results in outdated business records, limited oversight of active versus inactive entities, inconsistent regulatory treatment between individuals and business entities, and missed opportunities to verify compliance with financial responsibility requirements such as bonds, insurance, and workers' compensation.

Implementing annual renewals would provide a clearer, more accurate picture of the businesses operating in California, improve consumer protection, and enhance regulatory oversight. Regular renewals would require companies and branch offices to update ownership information, qualifying managers, branch office locations, supervisory structure, and financial responsibility documentation. The proposal would also prohibit entities from operating with a delinquent registration and would require any entity delinquent for more than four years to obtain a new registration.

Enforcement data demonstrates that a substantial portion of Board resources, more than 40 percent of the Board's total expenditures, are dedicated to oversight of structural pest control companies and branch offices. Annual renewals would align revenue generation with the entities that drive the greatest enforcement workload and support the Board's effort to rebalance its funding model.

The proposal is expected to produce more consistent and stable revenue through annual renewal fees. Implementation costs related to system updates, outreach, and administration are anticipated to be absorbable within existing resources or offset by renewal-generated revenue.

Recommended Board Actions

1. Authorize the Executive Officer to make additional non-substantive changes and edits to the draft Sunset Review Report prior to submission and
2. Approve the Executive Officer to submit the SPCB Sunset Review Report to the Legislature by December 1, 2026.

Attachments:

1. DRAFT of SPCB's 2027 Sunset Review Report



AGENDA ITEM 11

LICENSING UPDATE

MEMORANDUM

DATE	October 14, 2026
TO	Members of the Structural Pest Control Board
FROM	Melissa Zanetta, Assistant Executive Officer Structural Pest Control Board
SUBJECT	Agenda Item #11: Licensing Update

a. Examination and Licensing Statistics

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

b. Licensing Unit Satisfaction Survey

The Licensing Unit received 107 survey responses from January 1 to June 30, 2026. The survey revealed that 86.9% of respondents were "Very Satisfied" or "Satisfied" with their interactions during the licensing and company registration processes. Additionally, 98.1% of respondents reported being treated with courtesy and respect by staff, 89.6% were satisfied with the time it took to become licensed/registered, and 91.5% found the guidance and assistance provided by the Licensing Unit to be effective.

Overall, customer feedback highlights that our licensing staff are professional, responsive, and supportive, with many applicants praising helpful communication, knowledgeable assistance, patience, and prompt follow-up. Feedback also points to opportunities to improve the licensing experience, including addressing technical glitches in the online licensing system, providing clearer step-by-step instructions, expanding phone and chat support options, increasing transparency around processing timelines, and offering earlier renewal applications to help applicants navigate the process more easily.

c. Connect Update

Online renewals launched April 23, 2026, reducing processing times from 6 - 8 weeks to approximately 48 hours and eliminating form related errors that previously slowed renewals. As of September 14, 2026, Connect has processed 5,421 renewals, greatly improving licensees' ability to maintain timely and accurate license status throughout the renewal and delinquency period. The first online renewal season has gone very well, with increased efficiency, smoother workflows, and a more streamlined

experience for both licensees and staff. This transition has also provided valuable insight into where additional refinements can further enhance future renewal cycles.

Building on this momentum, the next major enhancements will focus on transitioning pesticide usage stamps into Connect and expanding online license maintenance functionality, such as transfer of employments and change-of-address requests, allowing the Board to modernize additional high-volume tasks and continue improving overall licensing operations.

Attachments:

- A. Licensing Statistics Report

LICENSING/EXAMINATIONS STATISTICS REPORT

Fiscal Year 2025/26

	CURRENT FY 2025/26					PREVIOUS FY 2024/25
EXAMINATIONS						
	Q1	Q2	Q3	Q4	YTD	FY 2024/25
Applicators Registered	715	551	623	956	2,845	3,296
Applicators Examined	642	417	488	750	2,297	2,536
Applicators Passed	380	250	313	472	1,415	1,546
Applicators Failed	262	167	175	278	882	990
Applicators Pass Rate	59%	60%	64%	63%	62%	61%
Field Representatives Registered	1,272	1,087	1,791	1,938	6,088	6,661
Field Representatives Examined	1,096	863	1,208	1,641	4,808	4,807
Field Representatives Passed	598	496	742	1,015	2,851	3,076
Field Representatives Failed	498	367	466	626	1,957	1,731
Field Representatives Pass Rate	55%	57%	61%	62%	59%	64%
Operators Registered	150	137	176	173	636	595
Operators Examined	135	113	144	151	543	513
Operators Passed	56	51	66	99	272	331
Operators Failed	79	62	78	52	271	182
Operator Pass Rate	41%	45%	46%	66%	50%	65%

LICENSING						
	Q1	Q2	Q3	Q4	YTD	FY 2024/25
Applicator Licenses Issued	363	237	318	478	1,396	1,521
Field Rep Licenses Issued	515	386	497	918	2,316	2,525
Operator Licenses Issued	50	35	48	60	193	261
Company Registrations Issued	81	61	68	79	289	339
Branch Office Registrations Issued	2	18	19	17	56	76
Total	1,011	737	950	1,552	4,250	4,722

LICENSES RENEWED						
	Q1	Q2	Q3	Q4	YTD	FY 2024/25
Applicator	358	10	4	592	964	860
Field Representative	1,247	34	1	3,039	4,321	3,407
Operator	373	8	1	1,123	1,505	1,169
Total	1,978	52	6	4,754	6,790	5,436

LICENSES/REGISTRATIONS IN EFFECT						
	Q1	Q2	Q3	Q4		FY 2024/25
Applicator	6,908	5,891	6,032	6,388		6,574
Field Representative	16,741	15,498	15,833	16,635		16,293
Operator	4,422	4,297	4,334	4,445		4,276
Company Registration	3,564	3,625	3,631	3,609		3,436
Branch Office	508	515	524	537		512



AGENDA ITEM 12

ENFORCEMENT UPDATE



MEMORANDUM

DATE	October 14, 2026
TO	Members of the Structural Pest Control Board
FROM	Hollie Glassner, Enforcement Manager Structural Pest Control Board
SUBJECT	Agenda Item #12: Enforcement Update

a. Overview of Enforcement for New Board Members

The Enforcement Manager will provide an overview of the Enforcement Unit for the new board members, to provide insight into operational procedures, the nature of complaints received, and our methods for addressing those complaints.

b. Enforcement Statistics

The Enforcement Statistics Report is included in the materials (Attachment A). Between Fiscal Year (FY) 2024/25 and FY 2025/26, there were moderate changes in several areas:

- Total complaint cases increased from 936 to 1006 (7.2% increase)
- Consumer complaint cases received increased from 511 to 587 (13.84% increase)
- Convictions and arrests received were down from 425 to 419 (1.42% decrease)
- Citations Issued increased from 70 to 166 (81.35% increase)

The Enforcement Unit remains diligent in investigating cases involving unlicensed individuals and companies, while also collaborating with the WDO desk on audits related to WDO activities. The significant increase in citations issued in FY 2025/26 is largely due to operational adjustments made during the prior fiscal year. In FY 2024/25, staff resources were temporarily shifted to support the Connect implementation, which required delaying the FY 2024/25 Continuing Education (CE) audit. As a result, both FY 2024/25 and FY 2025/26 CE audits were completed during FY 2025/26, leading to a higher volume of citations and fines.

c. Wood Destroying Pest and Organisms (WDO) Statistics

The WDO Statistics Report (Attachment A) details the monthly number of WDO activities recorded. WDO filings declined by approximately 3.2%, from 1,046,000 in FY 2024/25 to 1,012,242 in FY 2025/26. This downward trend continues to mirror California's housing market, where elevated mortgage rates and slowed single-family home sales have reduced the number of real-estate transactions that typically generate WDO inspection reports.

Attachments:

- A. Enforcement Statistics Report

ENFORCEMENT STATISTICS REPORT

	CURRENT FY 2025/26					FY 2024/25
	Q1	Q2	Q3	Q4	YTD	
COMPLAINT INTAKE						
Complaints Received	188	99	145	155	587	427
Convictions/Arrest Received	91	98	103	127	419	497
Total Complaints Received	279	197	248	282	1006	924
INVESTIGATIONS CLOSED						
Target: 180 days						
Volume	244	107	194	293	838	640
Average Days to Close	115	78	110	188	123	82
ATTORNEY GENERAL (AG) CASES						
Target: 540 days						
Accusations/SOI Filed	4	5	4	3	16	20
Pending	31	22	25	19	19	20
Closed	3	6	4	7	20	11
Average Days to Close	159	174	345	586	316	300
CITATIONS ISSUED						
Citations Issued	66	1	63	56	186	187
Average Days to Issue	16	19	38	124	49	113
FINANCIAL PENALTIES AND CONSUMER RESULTIONS						
Board Fines Issued	\$76,200	\$1,000	\$50,325	\$68,125	\$195,650	178305
County Fines Issued	\$21,945	\$19,575	\$19,400	\$30,050	\$90,970	93025
Consumer Refunds/Rework	\$68,646	\$39,232	\$59,314	\$138,850	\$306,042	402697.23
Total	\$166,791	\$59,807	\$129,039	\$237,025	\$592,662	\$674,027
Wood Destroying Organisms (WDO) Activity	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26	FY 2026/27	
FM 1 (July)	108,300	92,200	90,000	78,500	87,420	
FM 2 (August)	128,400	95,000	89,000	88,000		
FM 3 (September)	97,600	90,000	82,000	93,799		
FM 4 (October)	102,800	100,000	102,000	60,864		
FM 5 (November)	79,700	88,000	92,100	76,963		
FM6 (December)	70,000	74,500	75,000	103,207		
FM7 (January)	71,600	68,500	77,500	75,570		
FM8 (February)	88,400	79,000	68,400	81,430		
FM9 (March)	75,500	88,700	91,000	87,783		
FM10 (April)	99,500	101,000	90,500	94,531		
FM11 (May)	102,800	110,500	93,500	87,513		
FM12 (June)	104,000	102,800	95,000	84,082		
TOTALS	1,128,600	1,090,200	1,046,000	1,012,242	87,420	



AGENDA ITEM 13

BOARD OUTREACH EFFORTS AND PUBLIC COMMUNICATION ENGAGEMENT/UPDATE

MEMORANDUM

DATE	October 14, 2026
TO	Members of the Structural Pest Control Board
FROM	Kristina Jackson-Duran, Administrative Analyst Structural Pest Control Board
SUBJECT	Agenda Item #13: Board Outreach Efforts and Public Communication/ Engagement Update

a. Email Communications

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

Since the last Board meeting in February 2026, the Board's general ListServ email has gained 92 new subscribers, bringing the total to 964 a 10.6% increase. Staff continue to promote this resource through email campaigns, social media outreach, speaking engagements, and direct interactions with consumers and licensees.

b. Social Media Account and Content Statistics

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

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

- Consumer Protection Week
- Black History Month
- Office Closures

c. SPIN Newsletter

In May 2026, the Board published a new newsletter issue with a primary focus on the transition to online renewals through the Board's online licensing system, Connect. The publication provided renewal reminders, highlighted continuing education requirements and available resources, and offered an update on the implementation of the new WDO reporting system. Staff will continue to identify areas where additional support is needed and create informative content to help bridge industry gaps.

d. Live Events/Speaking Engagements (January 2026 – June 2026)

- *Fumigation Academy (Long Beach, CA) – June 9-11, 2026*
Special Investigator, Jeff Marang spoke on regulatory considerations and common regulation violations
- *Terminix/Western (Sacramento, CA) – April 24, 2026*
Special Investigator Jeff Marang provided a presentation on common inspection violations.
- *UC Riverside Urban Pest Management Conference (Virtual) – March 24, 2026*
Lead Special Investigator, Tom Ineichen presented common WDO violations and different scenarios of WDO violations.
- *CAPMA Big Valley District Meeting (Sacramento, CA) – March 18, 2026*
Enforcement Policy Liaison, Kathleen Boyle provided a presentation related to electronic renewals, fees, and offered a Q&A opportunity to the audience.
- *West Coast Rodent Academy (Irvine, CA) – March 11-13, 2026*
Enforcement Policy Liaison, Kathleen Boyle provided a presentation related to electronic renewals, fees, and offered a Q&A opportunity to the audience.
- *Southern CA Pesticide Enforcement Deputy meeting (Virtual) – March 4, 2026*
Enforcement Policy Liaison, Kathleen Boyle provided a regulatory update on electronic renewals, Structural Regulatory Training, and cinch ducts.
- *San Joaquin Valley Pesticide Enforcement Deputy Meeting (Virtual) – March 4, 2026*
Enforcement Policy Liaison, Kathleen Boyle provided a regulatory update on electronic renewals, Structural Regulatory Training, and cinch ducts.
- *2nd Advanced Agricultural Commissioner Structural Training (Virtual) – February 24, 2026*
Lead Special Investigator, Tom Ineichen presented on the Board's enforcement role, our enforcement response, and CAC referrals to the Board. Special Investigator, Jeff Marang provided an overview of SPCB and the licensing process. Enforcement Policy Liaison, Kathleen Boyle provided a regulatory update pertinent to CACs.
- *DPR IPM Achievement Awards (Sacramento, CA) – February 24, 2026*
Lead Special Investigator, Tom Ineichen and Investigator, Jeff Marang, Enforcement Policy Liaison, Kathleen Boyle attended the award ceremony and networking event. This event included stakeholders from across the state who all play a crucial role in achieving the states goal of a wide scale transition to sustainable pest management.
- *Termite Academy (Irvine, CA) – February 17-18, 2026*
Lead Special Investigator, Tom Ineichen provided a presentation on common inspection violations.
- *1st Advanced Agricultural Commissioner Structural Training (Virtual) – January 26, 2026*

Lead Special Investigator, Tom Ineichen presented on the Board's enforcement role, our enforcement response, and CAC referrals to the Board. Special Investigator, Jeff Marang provided an overview of SPCB and the licensing process. Enforcement Policy Liaison, Kathleen Boyle provided a regulatory update pertinent to CACs.

Attachment(s)

1. Social Media Account and Content Statistics

Facebook Account Statistics

Structural Pest Control Board

Reporting Period: 9/11/2025 – 9/10/2026

[Link to SPCB Facebook Page](#)

PAGE FOLLOWS	
A follower is a person who has chosen to receive the updates that we post in their news feed.	276 (+6.6%)
PAGE VISITS	
The number of times our page or profile was visited.	1,700 (+11.6%)
DEMOGRAPHICS (Based on Followers)	
Followers ⓘ Lifetime 276 Age & gender ⓘ 30% 20% 10% 0% 18-24 25-34 35-44 45-54 55-64 65+ Men 77% Women 23%	
Top cities Sacramento, CA 3.6% San Jose, CA 3.6% Los Angeles, CA 2.9% Fresno, CA 2.5% San Diego, CA 2.2% Yucaipa, CA 2.2% Bakersfield, CA 1.8% Roseville, CA 1.8% Visalia, CA 1.8% Temecula, CA 1.4% Top countries United States 96.7% Egypt 0.4% France 0.4% Indonesia 0.4% New Zealand 0.4% Nigeria 0.4% Pakistan 0.4% South Africa 0.4%	

Instagram Account Statistics

Structural Pest Control Board

Reporting Period: 9/11/2025 – 9/10/2026

[Link to SPCB Instagram Page](#)

PAGE LIKES	
A like is a person who has chosen to support the page and want to see content from it.	361 (+23.2%)
REACH	
The number of accounts that saw a post at least once.	294
PAGE VISITS	
The number of times our page or profile was visited.	4,109
DEMOGRAPHICS (Based on Followers)	
Followers ⓘ Lifetime 361 Age & gender ⓘ 30% 20% 10% 0% 18-24 25-34 35-44 45-54 55-64 65+ Men Women 75.3% 24.7%	
Top cities Los Angeles, CA 5% Sacramento, CA 2.5% San Diego, CA 2.2% Rocklin, CA 1.7% Anaheim, CA 1.7% Simi Valley, CA 1.7% Visalia, CA 1.7% Santa Clarita, CA 1.4% Indio, CA 1.4% San Jose, CA 1.4%	Top countries United States 95.6% India 0.6% China 0.6% Ghana 0.3% Bangladesh 0.3% Iran 0.3% Mexico 0.3% Spain 0.3% Costa Rica 0.3% Argentina 0.3%

Structural Pest Control Board – Content Performance

February 6, 2026 – September 10, 2026

Date Posted	Post Topic	Target Audience					
9/7/2026	Office Closure	Consumers & Licensees					
		Our office will be closed on Labor Day and will reopen Tuesday, September 8, 2026. #pestboardca #laborday #officeclosed					
Performance							
Meta (Facebook & Instagram)		X (Formerly Twitter)					
Views	87	Impressions	19	Likes	0		
Interactions	1	Shares	2	Engagements	0	Reposts	0
Link Clicks	--	Saves	0	Link Clicks	--	Comments	0

Date Posted	Post Topic	Target Audience			
3/3/2026	Consumer Protection	Consumers			
		It's Consumer Protection Week! SPCB not only serves our licensees, but the consumers of California too. Remember to always check the license before committing to a service by a licensed professional.			
Performance					
Meta (Facebook & Instagram)		X (Formerly Twitter)			
Views	57	Impressions	--	Likes	--
Interactions	1	Engagements	--	Reposts	--
Link Clicks	1	Link Clicks	--	Comments	--

Structural Pest Control Board – Content Performance

February 6, 2026 – September 10, 2026

Date Posted	Post Topic	Target Audience					
3/31/2026	Office Closure	Consumers & Licensees					
		In honor of Farmworkers Day, our offices will be closed Tuesday March 31st and will reopen on Wednesday April 1st. #pestboardca #farmworkersday2026					
Performance							
Meta (Facebook & Instagram)				X (Formally Twitter)			
Views	260	Follows	0	Impressions	17	Likes	0
Interactions	4	Shares	0	Engagements	1	Reposts	0
Link Clicks	--	Saves	0	Link Clicks	--	Comments	0

Date Posted	Post Topic	Target Audience					
2/6/2026	Black History Month	Consumers & Licensees					
		February is Black History Month!!					
Performance							
Meta (Facebook & Instagram)		X (Formally Twitter)					
Views	124	Follows	0	Impressions	--	Likes	--
Interactions	0	Shares	0	Engagements	--	Reposts	--
Link Clicks	--	Saves	0	Link Clicks	--	Comments	--