



Structural Pest Control Board

Amended Strategic Plan 2023-2028

Prepared by SOLID Planning Solutions



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Board Members

Yessenia Anderson, President, Public Member

Kyle Finley, Vice President, Industry Member

Ankur Bindal, Public Member

Scott Mendenhall, Industry Member

Mark Paxson, Public Member

John Tengan, Industry Member

Gavin Newsom, Governor

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

Kimberly Kirchmeyer, Director, Department of Consumer Affairs

Sophia Azar, Executive Officer, Structural Pest Control Board

Message from the Board President

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

About the Board

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

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

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

Mission, Vision, and Values

Mission

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

Vision

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

Values

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

Goal 1: Licensing, Examinations, and Continuing Education

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

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

Goal 2: Enforcement

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

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

Goal 3: Legislation, Regulations, and Policy

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

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

Goal 4: Outreach and Communication

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

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

Goal 5: Organizational Effectiveness

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

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

DEI Supplemental Process

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

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

Structural Pest Control Board

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Enforcement/Complaints (916) 561-8708

Administration (916) 561-8700

WDO Unit (916) 561-8750

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

Strategic plan adopted on October 27, 2022.

Amended strategic plan approved on March 12, 2025.

This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the Structural Pest Control Board on September 13, 2022.



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