

STRUCTURAL PEST CONTROL BOARD

STRATEGIC PLAN

2023-2028

Adopted October 27, 2022



STRUCTURAL PEST CONTROL BOARD

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Members of the Board

Kyle Finley, *President*—Industry Member

Derek Devermont, *Vice President*—Public member

Janet Thrasher—Industry Member

Yessenia Anderson—Public Member

Mark Paxson—Public Member

John Tengan—Industry Member

Gavin Newsom, *Governor*

Lourdes M. Castro Ramírez, *Secretary*,
Business, Consumer Services and Housing Agency

Kimberly Kirchmeyer, *Director*, Department of Consumer Affairs

Sophia Cornejo, *Registrar*, Structural Pest Control Board



About the Board

In 1935, Assembly Bill 2382 established “[a]n 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 Department of Consumer Affairs (DCA), was transferred to the jurisdiction of the Department of Pesticide Regulation on October 23, 2009 (ABX4 20, Strickland and Huber, Chapter 18, Statutes of 2009–2010). The Board returned to DCA effective July 1, 2013, under the governor’s 2011–2012 Reorganization Plan No. 2 and AB 1317 (Frazier, Chapter 352, Statutes of 2013).

The Structural Pest Control Board (SPCB) 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.

Accomplishments

2018-2019

- SPCB awarded and executed five research contracts totaling \$1,024,000. The research focused on new studies and treatment of integrated pest management (IPM) for ants, bedbugs, cockroaches, drywood termites, rodents, and yellowjackets.
- SPCB began the Business Modernization process to acquire and implement a new information technology system. This project will greatly benefit consumers and the pest control industry by offering online payment and document submission capability, as well as many other features allowed by modern technology.
- SPCB worked with DCA on amending its regulations to implement Assembly Bill 2138 and reduce barriers to licensure for certain individuals with criminal backgrounds.



2019–2020

- Through the flexibility of its staff and the implementation of a telework program, SPCB seamlessly continued to provide services to an essential industry and fulfill its primary mission of protecting the public despite the unprecedented challenges presented by the COVID-19 pandemic.

2020–2021

- SPCB approved regulatory language recommended by the Pesticide Application Notice and Fumigation Notice Committees and directed staff to begin the formal rulemaking process. This language will clarify notice requirements related to the application of pesticides within, around, and to commercial, residential, and industrial structures, benefiting both consumers and pest control professionals.
- SPCB published a 2021 Act Book, which includes all applicable statutes, regulations, and documents incorporated by reference.
- SPCB staff published a comprehensive Board Member Procedure Manual to assist and inform new Board members during the onboarding process.

2021–2022

- Legislatively, SPCB, in cooperation with the Pest Control Operators of California (PCOC), developed language requiring registered companies to carry workers' compensation insurance coverage. This language was incorporated into Senate Bill 1064 (Newman, Chapter 190, Statutes of 2023) and will strengthen protections for SPCB licensees and the consumers they serve.



Mission, Vision, and Values

OUR MISSION

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

OUR VISION

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

OUR VALUES

- Accountability
- Consumer Protection
- Professionalism
- Service
- Transparency

GOAL 1

LICENSING, EXAMINATIONS, AND CONTINUING EDUCATION

The Board facilitates standards to ensure excellence in practice and public safety.

- 1.1** Implement the Connect system to improve transparency, customer experience, and efficiency of the examination and licensing processes.
- 1.2** Evaluate the process of auditing licensees' continuing education.
- 1.3** Evaluate and restructure the continuing education approval process of providers and course materials to ensure 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.

GOAL 2

ENFORCEMENT

The Board protects the health and safety of 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 working relationships with County Agricultural Commissioners and the Department of Pesticide Regulations to reduce incidents of unlawful pest control services.
- 2.3** Seek authority to suspend and/or (with cause) revoke a license for noncompliance of a citation (unpaid citation or fine) to accelerate compliance and reduce outstanding fines.

GOAL 3

LEGISLATION, REGULATIONS, AND POLICY

The Board pursues statutes, regulations, policies, and procedures that strengthen and support the Board's mandate and mission.

- 3.1** Incorporate new Environmental Protection Agency 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** Reexamine the fee structure to ensure a consistent and balanced revenue stream.
- 3.4** Explore alternatives to foster enhanced communication 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.

GOAL 4

OUTREACH AND COMMUNICATION

The Board proactively communicates its mission, vision, and goals to consumers, licensees, and stakeholders.

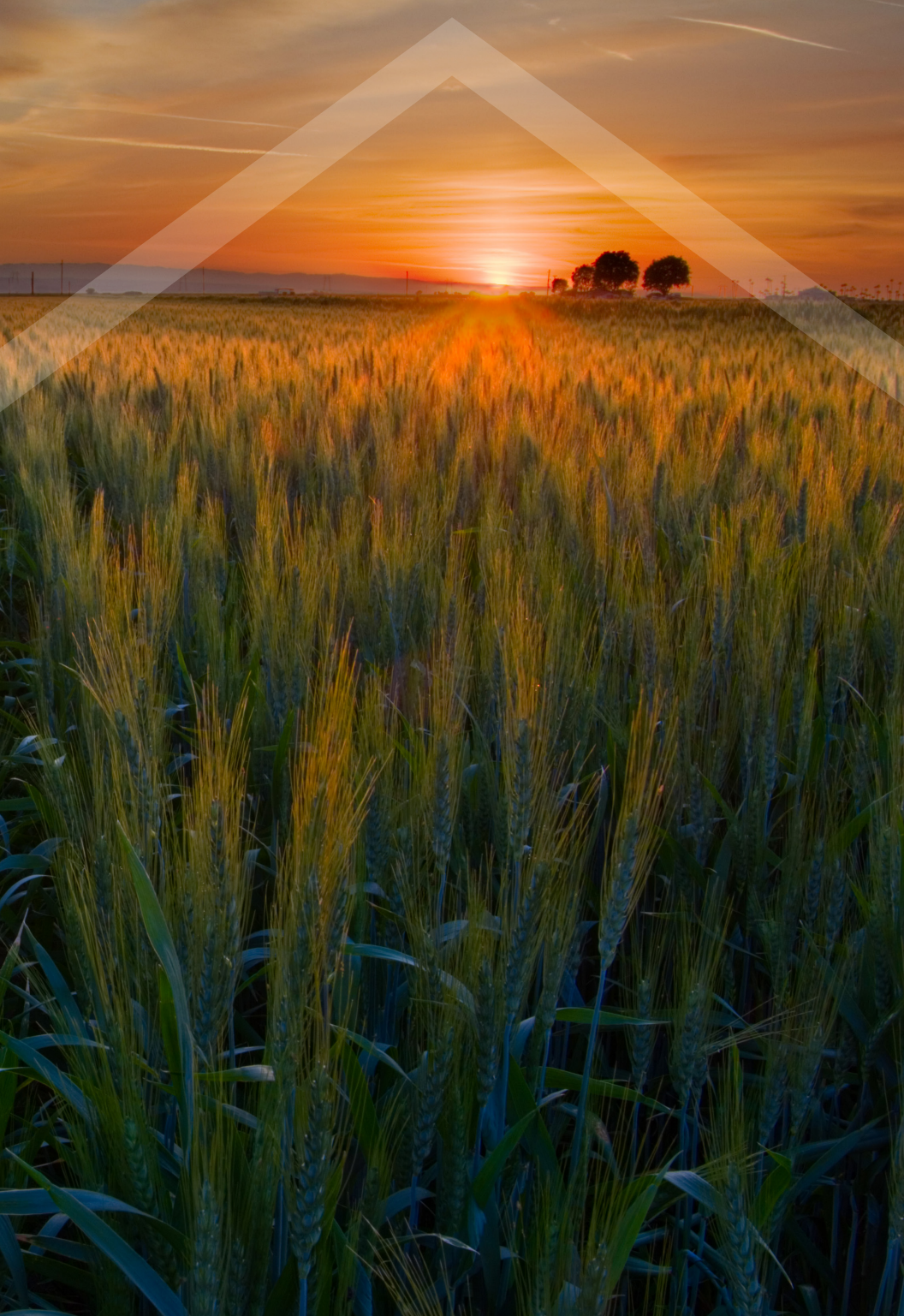
- 4.1** Continue to communicate and further educate consumers (including such topics as controlled chemicals and general education of the Board's role) to help with health, safety, and consumer protection.
- 4.2** Set expectations for license applicants to improve success rate and reduce the number of 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 educational 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 professional associations to educate real estate agents on the role of Wood Destroying Organism (WDO) reports.

GOAL 5

ORGANIZATIONAL EFFECTIVENESS

The Board standard is to build an excellent organization through effective leadership, responsible management, and transparency.

- 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 Office of Human Resources to reclassify 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.





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