

STRUCTURAL PEST CONTROL BOARD

A BOARD within
THE DEPARTMENT of CONSUMER AFFAIRS

2005 Evergreen Street, Suite 1500, Sacramento, CA 95815



New Logo



Purpose of the Structural Pest Control Board

The board was established to ensure that structural pest control businesses and professionals are adequately regulated to protect the people of California and the potential impact upon their health, safety, and welfare

STRUCTURAL PEST CONTROL BOARD MEMBERS

4 Public

3 Industry

Structural Pest Control Board

David Tamayo, President

Curtis Good, Vice President

Clifford Utley Ronna Brand

Mike Duran Naresh Duggal

Marisa Aurora

Governor Appointments



2 Public Members



Ronna Brand



Naresh Duggal

Terms Expire: 6/2017

Governor Appointments



Mike Duran



Clifford Utley

Terms Expire: 6/2015

3 Industry Members



Curtis Good

Term Expires:
6/2017

Speaker Appointment

1 Public Member



Dave Tamayo

Term Expires: 6/2016

Senate Rules Committee Appointment



Kevin de León
Senate President
pro Tempore

1 Public Member



Marisa Quiroz
Term Expires: 6/2016

SPCB Funding

SPCB operates from funding received through:

- Licensing and Registration Fees
- Record Processing Fees

Fund Revenues received through:

- Monthly Summary PUR “Stamp” Fees
- Administrative Fines

SPCB Funding

SPCB Fund Expenditures:

- Reimbursements for:
 - CAC Investigations
 - Structural Civil Penalty cases
 - CAC Structural Regulatory Training
- Expenses of:
 - Disciplinary Review Committee (DRC)

Introduction of Management & Enforcement Staff



SPCB

STRUCTURAL PEST CONTROL BOARD

SPCB Management

Registrar/Executive Officer:

- Susan Saylor

Assistant Registrar/Executive Officer:

- Robert Lucas

Chief Enforcement Officer:

- Kathleen Boyle

SPCB Enforcement Staff

**Complaints / Consumer Services Unit:
(800) 737-8188**

Consumer Service Representatives:

- Ila Kopp
- Gayle Yamada

Consumer Service Technician:

- Kevin Lau

SPCB Specialists:

- List To Follow

Consumer Services Unit:

- Reviews complaints
- Notifies licensee in writing
- Attempts resolution or mediation
- Licensee's response sent to complainant
- If resolved...case closed
- If NOT...Referred to Board Specialist

Consumer Services Unit

Consumers contact the SPCB in advance of services to:

- Gain knowledge on what to expect when contracting for pest control services
- Get information on methods of treatment
- Learn of companies' complaint history

Consumer Information

Consumers are encouraged to:

- Resolve disputes w/registered companies
- May include seeking an inspection from a 2nd registered company
- File a complaint with SPCB

Consumers may be provided information
on civil redress

SPCB Complaints

- Anyone can file a complaint
- Most involve real estate
- Upon receiving a complaint SPCB determines:
 - Is it within Board's jurisdiction?
 - Is it within Statute of Limitation?
 - Should it be referred to other agencies?

SPCB Complaints

SPCB keeps records of:

- All complaints
- All violations
- for Consumer Protection

Consumers can request history of:

- Complaints against a Company
- Complaints against a Licensee

Consumers can view complaint history:

- Online

When Should You Call SPCB?

- To refer a case to the Board
- For detailed license information
- For bonding and insurance info
- To find results of a disciplinary action
- For general information

Why Cases Referred to Specialist:

- Company never responds to SPCB
- Evidence suggests possible violation
- Consumer Services Rep is unable to mediate a resolution
- At the insistence of a consumer
- At the direction of the Registrar:
 - Typically w/evidence of egregious vio

Structural Pest Control Board Specialists



- Fred Bartley
- Tom Ineichen
- Ed Ackerman
- Steve Winfrey
- Steven Smith
- Greg Adams
- Donald Graves
- Ron Moss

Fred Bartley

530-345-9853 (Voice) 530-345-9865 (Fax)

Fred.Bartley@dca.ca.gov

County Areas:

- Del Norte
- Humboldt
- Mendocino
- Siskiyou
- Trinity
- Modoc
- Lassen



- Shasta
- Tehama
- Plumas
- Sierra
- Butte
- Glenn
- Colusa
- Lake

Tom Ineichen

916-561-8721 (Voice) 916-263-2469 Fax)

Tom.Ineichen@dca.ca.gov

County Areas:

- Sonoma
- Marin
- Napa
- Yolo
- Solano
- Sutter
- Yuba
- Nevada



- Contra Costa
- San Joaquin
- Sacramento
- Placer
- El Dorado
- Amador
- Calaveras
- Alpine

Ed Ackerman

916-561-8738 (Voice) 408-263-8370 (Fax)

Edward.Ackerman@dca.ca.gov

County Areas:

- San Francisco
- San Mateo
- Santa Cruz
- Monterey
- Alameda
- Santa Clara
- San Benito



- Fresno
- Madera
- Merced
- Stanislaus
- Mariposa
- Tuolumne
- Mono

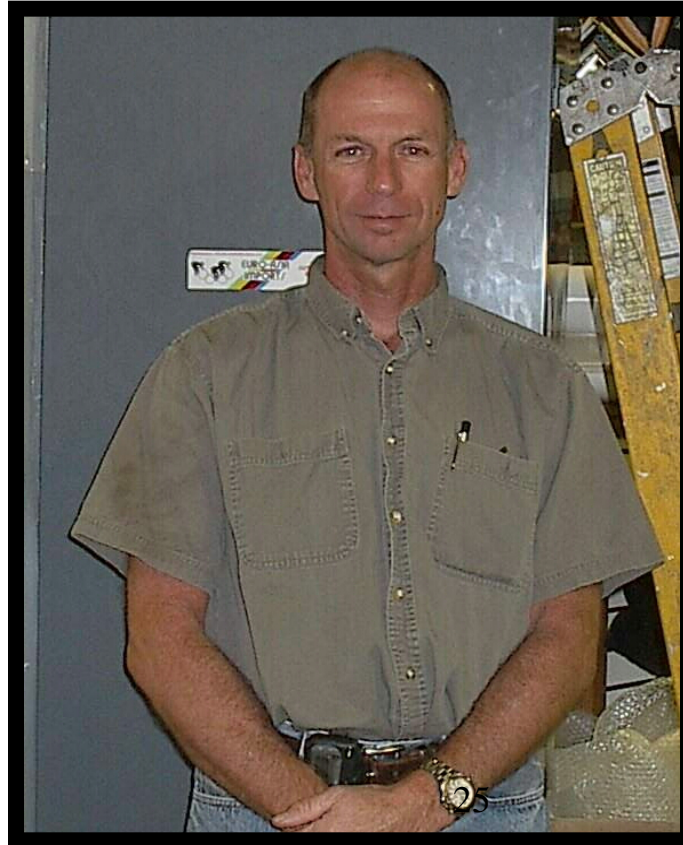
Steve Winfrey

916-561-8740 (Voice) 805-389-1334 (Fax)

Steve.Winfrey@dca.ca.gov

County Areas:

- Inyo
- Tulare
- Kings
- Kern



- San Luis Obispo
- Santa Barbara
- Ventura
- LA (Partial)

Steven Smith

916-561-8744 (Voice) 626-309-5041 (Fax)

Steven.Smith@dca.ca.gov



County Areas:

- Los Angeles (Partial)
- San Bernardino

Greg Adams

916-561-8741 (Voice) 714-816-6819 (Fax)

Greg.Adams@dca.ca.gov



County Areas:

- Los Angeles (Partial)
- Orange

Donald Graves

916-561-8742 (Voice) 909-427-1108 (Fax)

Donald.Graves@dca.ca.gov



County Area:

- Los Angeles (Central)

Ron Moss

916-561-8743 (Voice) 909-600-0670 (Fax)

Ron.Moss@dca.ca.gov



County Areas:

- Imperial
- Riverside
- San Diego

Structural Pest Control Board Specialists Role



It's a
Dirty Job,
but
somebody
has
to do it!

Specialists Role

Case Investigations:

- Perform Inspections
- Investigate the Aspects of the Case
- Determine violation(s) of laws
- Process cases for recommended actions

Interview/Investigate:

- Complainants / Licensees / Others
- Home inspectors / Real Estate Agents

Specialists Role

Specialists need to “RACE” to get cases completed w/in Statute of Limitation



1 year from
receipt of complaint

Specialists Role

Case Investigations:

- Issue “Report of Findings” to company
- Order corrected WDO inspection report
- Company must:
 - Bring property into compliance w/in 30 days
 - Comply w/ building codes
 - Workmanship standards
 - File updated “Notice of Work Completed”

Specialists Role

Case Investigations:

- **Case closed if:**
Repairs completed; complainant satisfied
- **Reinspections conducted to:**
Determine compliance w/“Report of Findings”
- **Investigation Report:**
Prepared for SPCB’s determination;
Specialist can recommend ENF action

Specialists Role

Other Duties:

- Audit Continuing Education Course
- Serve on Board appointed committees
- Conduct Office/Compliance Inspections
- Expert Witnesses/Industry Standards
- Undercover/Sting operations
- Subject Matter Experts

Inspection Findings...



- Unannounced Office / Compliance Inspections
- Chemicals accessible to unauthorized persons

Inspection Findings...



Storage boxes:

- Unlocked/unattended
 - Variety of chemicals, aerosols, and baits

Inspection Findings...



**Workmanship
Standards:
Evidence of
Poor
Workmanship**

Inspection Findings...

Negligent Inspections

Fungus damage:

- Under bathroom shower; Surrounding areas
- Improper repairs
- Not all damaged wood was removed



Inspection Findings...



Inaccessible areas:

- Rubble & earth filled-porch
- Condition likely to lead to infestations and infections

Inspection Findings...



Fungus damage
to
pressure-treated
deck framing

Inspection Findings...



Evidence of
drywood
termite damage
to
patio support post

Inspection Findings...



Poria Incrassata

Ensure Proper Recommendations:

- Destroy rhizomorphs
- Use pressure treated wood
- Break earth to wood contacts
- Correct faulty grades
- Remove infected wood

Inspection Findings...



- Nice Bathroom

Top View

Inspection Findings...



- Nice Bathroom?

Underside View

SPCB

Other Types of Investigations

- Probation inspections:
- Referrals from CAC
- Fraud, deaths or serious injuries
- Unlicensed Activity
- By SPCB's "own motion"

SPCB

Levels of Enforcement

- Warning Letter
- Citations; with/without fine
- Disciplinary/Licensing Action
- Referral for Criminal Prosecution

Questions?