



ARIZONA

## Office of Pest Management

9535 E. Doubletree Ranch Road  
Scottsdale, Arizona 85258-5514  
(602) 255-3664 - (602) 255-1281 fax  
<http://www.sb.state.az.us>

Janice K. Brewer  
Governor

Ellis M. Jones  
Acting Director

### ADVISORY COMMITTEE MEETING WEDNESDAY, November 18, 2009, 10:00 A.M.

#### Minutes

I. **Call to order 10:00a.m. (Chairman Etheridge) Committee Member Roll Call**

**Committee Members present:** *Kevin Etheridge, Jack Latham, Nate Tamialis, Doug Seemann and Ken Fredrick*

**Committee Members absent:** *Carmella Ruggiero*

**Staff present:** *Ellis Jones, Vince Craig, Robert Tolton, Alan Pugh, Hugo Pulido and Nancy Holmes*

II. **Approval of Minutes**

a) **September 23, 2009 Minutes**

MOTION: To approve the amended minutes by Ken Fredrick  
Seconded by Nate Tamialis

VOTE: 5-0 Motion Carried

III. **OPM Updates and Reports**

a) **Agency Update**

1. **Budget**

Mr. Jones gave an overview of the new fee structure (**Attachment A**) that was approved as part of the Emergency Rule change on October 7<sup>th</sup> and became effective November 1<sup>st</sup>. The Legislature is meeting currently to discuss the BRB and if a resolution is reached prior to the next PMAC it will be passed on to the committee members.

## **2. Agency Snapshot**

The OPM snapshot for September, October and the first quarter of 2010 are attached ([Attachment B](#)). Mr. Jones stated that the snapshot allows him to see what OPM has accomplished and where OPM can improve.

## **3. Follow-up with Board of Technical Registration (BTR).**

The following paragraph will appear in the January 2010 BTR Newsletter: "ATTENTION ARIZONA HOME INSPECTORS: If you are advertising to provide termite inspections as part of your service offering you must list the affiliated pest control company name and license number on all advertisements. This includes both written and digital forms of advertising. The Office of Pest Management will soon be enforcing existing State Laws regarding this requirement."

This action is taken due to concerns about unlicensed individuals performing inspections without an OPM license.

## **4. Proposed Statute Changes and Focus Group**

Mr. Jones discussed the formation of a focus group that would be comprised of cross functional teams who will review the Agency's *a) general provisions b) certification, registration and licensing and c) regulations* for the purpose of additions, deletions or changes to the current Statutes. The purpose of this focus group will be to communicate with all industry members and get feedback on any Statute changes for 2011 that would be of interest to them. All nominees to be considered for the focus group should respond in writing to Ellis Jones before the deadline of December 8, 2009.

### **b) Compliance/Enforcement**

#### **1. Adjudicated Complaint Summary**

Mr. Craig stated that the OPM staff has been monitoring Home Inspection websites with regards to their advertisements and at this time there are 15 companies that do not list an association with any licensed pest control companies. Chairman Etheridge interjected that this amounts to 17% of those ads reviewed by OPM. Mr. Craig went on to give a synopsis of the amended August adjudicated complaint summary as well as the September and October adjudicated complaint summaries ([Attachment C](#)). On a related matter, Mr. Fredrick asked if a former employee of his (Complaint #100063) is still licensed and Vince said he would look into it and get back with an answer.

#### **2. Pre-Treatment Monitoring and TARF Audits**

Mr. Craig announced that no Pre-treat monitors were done this past month due to lack of sites ([Attachment D](#)) but will resume beginning the second week of December. Both residential and commercial sites are being looked at but with new construction at an all time low sites are very limited. TARF submissions are increasing and are not associated with Pre-treats but rather with WDIIRs. Mr. Fredrick asked how sites are determined and Alan Pugh

said there are several ways that may include a special emphasis on the value of the potential violation, another would be working with the builder who may or may not be cooperative; another is getting information from concrete companies; still another is if a licensed company wants to find out if their employee is performing the application correctly. Chairman Etheridge added that commercial sites are now the difficult ones to monitor and where the highest questionable treatments are performed. Alan Pugh added that fewer Pre-treats are being performed in Northern Arizona and more borate treatments are being done. Discussion followed with input on various ways to monitor a Pre-treat project.

Chairman Etheridge questioned the number of TARF Audits done for calendar year 2009 stating that the total number is less than one per month. Mr. Craig recognized Mr. Etheridge's concern and stated that if the Office of Pest Management had the manpower more TARF Audits would be performed. Mr. Craig stated that it can take up to 120 days to perform an audit correctly and longer to adjudicate the case; and often times the company goes out of business before the audit is complete.

### 3. Inspector/Investigator Training Request from Nevada

Alan Pugh was asked to give training on Pre-treats to a Nevada company. Mr. Pugh further stated that during the training he will discuss borate investigations. The Office of Pest Management has offered Pre-treatment training to three Indian tribes this year. This is in conjunction with OPM's cooperative agreement with EPA; and the Indian Nation is very appreciative of the Agency's efforts on their behalf. Nate Tamialis offered his location as a training site for those tribal licensees. The education will focus on graph training as well as other areas of concern. Alan Pugh encouraged industry members to take advantage of OPM's knowledge; the agency is more than willing to offer its expertise to all companies and all it takes is a telephone call to initiate the process. Nate Tamialis said all should take advantage of the offer.

#### c) Licensing

##### 1. Business Licenses issued during September 2009

Bus. Name	Bus. Licensee	Qualifying Party
Clear Choice Pest Control, LLC.	Clear Choice Pest Control, LLC. – Ruben J. Romero and Stephanie Bateluna	Ruben Juan Romero
Homewerx Home Inspection	Homewerx, Inc. – Bruce S. and Shannon L. Hubbard	Bruce Scott Hubbard
My Pest Control Company	David and Leighann Pack	None
The Bug Guy	The Bug Guy, LLC. – Robin A. Young	Robin Andrew Young
U.S. Pest	Michael J. Stanley	Michael Joseph Stanley

## 2. Business Licenses issued during October 2009

Bus. Name	Bus. Licensee	Qualifying Party
AZP Exterminating, LLC.	AZP Exterminating, LLC. – Darrell, Russell, Adam, & Troy Lisonbee	Darrell L. Lisonbee
Good Earth Pest Management	Mary-Therese Carmack	Mary-Therese Carmack
Phoenix Bee Removal, LLC.	Phoenix Bee Removal – Nathaniel P. Heller	Nathaniel P. Heller
Vector Con Pest Management	Tiffany G. Lowrey	Tiffany G. Lowrey

Mr. Tolton asked if there were any questions regarding the Business Licenses issued during the designated time period. No questions or comments were posed.

## 3. 2009 Saguaro Continuing Education Conference and Expo

Mr. Tolton reviewed the success of the SCECE with those in attendance ([Attachment E](#)). Comments were all positive and everyone was impressed with the level of professionalism and the variety of topics offered and kudos were extended to all involved in bringing this event to a successful reality. Mr. Tolton said the committee was already in the planning stages for the 2010 SCECE and asked if there were any questions.

## 4. Continuing Education Application Process

The Continuing Education dialogue is a result of the PMAC's vote in September for additional clarification. At that time Mr. Jones said the Agency was considering an application fee for all CE courses approved by the OPM as it is a lengthy and costly process and at present the Agency does not recoup any money from this task. Mr. Tolton discovered that California charges a \$50.00 CE Provider Fee and \$25.00 CE Activity Application Fee, while Texas charges a \$40. CE provider application fee respectively to cover expenses. Mr. Tolton created a pie chart (based on those providers present at the September meeting) that shows OPM's revenues from CE's versus other CE providers. Mr. Seeman asked if the pie chart could include all CE providers and Mr. Tolton explained it could be done manually if need be. Mr. Seeman further suggested that a line in the data base be added to include the provider's name for future analysis. Nate Tamialis asked that OPM quantify their cost vs. time for Continuing Education. Because of the questions that arose during the September PMAC Keely Verstegen of the Attorney General's office was asked to give an opinion on Mr. Latham's concern about possible conflicts of interest but Ms. Verstegen was not in attendance and did not reply. See ([Attachment F](#)) for details.

#### **d) Information Technology Update**

Hugo Pulido gave an overview of those projects that IT is currently involved with or has recently completed. Those assignments include increases to licensing fees, Qualifying Party and Business Renew EZ changes, adding payment options and modifying the renewal system as it relates to the citizenship status. Also, the TARF Activity Report has been available on the website since October 9<sup>th</sup>. Mr. Pulido explained that his department has spent a lot of time on the survey questionnaire for SCECE but has not had many respondents. Mr. Pulido urged industry members to complete the survey so that OPM could better accommodate the members' needs. The Auditor General's Office requested that OPM provide a public complaint site. Mr. Pulido explained that the site has been created and that data is currently being inputted. Mr. Pulido advised those in attendance that out of a total of 320 companies 238 are currently taking advantage of the ETARF system.

#### **IV. Review, Discussion, and Possible Action on:**

##### **a) Continuing Education Application Fee**

Mr. Tolton explained that this was covered previously in Section III.

##### **b) City of Phoenix IPM Training Program**

Mr. Jones wanted to clarify the Budget (Section III.(a)) and reiterated that there is a State moratorium on Statute and Rule changes except for the Emergency Rule change that was approved. Richard Bark (Deputy Chief of Staff for Policy Advisement) oversees all 90-10 agencies and has assigned a specialist from the Department of Commerce (to be named later) who will be our liaison to the Governor's Office on all future Statute changes. The next meeting of the 90-10 agencies will be during the month of December.

The City of Phoenix has approached the OPM and Dr. Dawn Gouge about a pilot program whose goals are to get unemployed Phoenix residents licensed, trained in IPM, and employed with a pest management company. As part of the City's agreement 75% of people need to be employed. Mr. Jones tried to assure the City personnel that a licensed person has an advantage over someone who has yet to become licensed. The training will be conducted the by OPM and Dr. Gouge, who will be in charge of the IPM portion of the training. A meeting is scheduled in December to discuss details.

##### **c) Pest Management at Vacant Homes**

Mr. Seemann voiced concerns that banks are allowing the real estate agents to hire handymen to do pest control on bank owned homed for mosquito and/or weed control. Mr. Seemann further stated the pest control industry needs to take control by reminding the lenders of the State Law that requires a licensed applicators to perform treatments and remind them of their responsibility and liability if there is improper application. He also stated the industry must be proactive and take initiative by writing to the lenders and banks advising them of the Statutes and Rules. Jeff Young of Greenzone LLC said there is a lot of activity going on with unlicensed applicators. Lisa Gervase said AZ Department

of Real Estate may be willing to put a write-up in their Newsletter. A good deal of discussion followed. The PMAC recommended that OPM send electronic notices as well as written notices to the Department of Real Estate and Department of Financial Institutions explaining that a licensed company must perform the job.

MOTION: To approve by Doug Seemann  
Seconded by Jack Latham

VOTE: 5-0

- d) **It's Our Turn Website** - <http://its-our-turn.info/> - this matter was tabled pending legal advice.

**V. Call to the Public** - None

**VI. Communication with Advisory Committee Members** – None

**VII. Scheduling of Future Meetings**

a) January 20, 2010

b) March 17, 2010

c) May 19, 2010

d) July 21, 2010

**VIII. Adjournment** – Meeting adjourned at 11:37 A.M.



Janice K. Brewer  
Governor

## Office of Pest Management

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Acting Director

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October 7, 2009

Pursuant to A.G. Rule No. SPB:AGR09-0002; A.A.C. R4-29-105, the following fees of the Arizona Office of Pest Management are changed as indicated. The changes become effective November 1, 2009. Items postmarked prior to November 1, 2009 will be accepted with the current fees amounts.

### New Fee Structure: Applicator

	Current Fee	New Fee
License Application	\$30.00	\$30.00
License Broadening	\$10.00	\$10.00
License Renewal Application (Active/Inactive)	\$20.00/\$25.00 (online/paper)	\$25.00
Duplicate License	\$20.00	\$20.00

### New Fee Structure: Qualifying Party

	Current Fee	New Fee
License Application	\$150.00	\$150.00
License Broadening Application	\$50.00	\$50.00
License Renewal (Active Status)	\$120.00/\$125.00 (online/paper)	\$150.00
License Renewal (Inactive Status)	\$20.00/\$25.00 (online/paper)	\$25.00
Change from Inactive to Active Status	\$125.00	\$125.00
Temporary Qualifying Party License Application	\$25.00	\$25.00
Temporary Qualifying Party License Renewal Application	\$25.00	\$25.00
Duplicate License	\$20.00	\$20.00

**New Fee Structure: Business**

	<b>Current Fee</b>	<b>New Fee</b>
License Application	\$75.00	\$100.00
License Renewal Application	\$70.00/\$75.00 (online/paper)	\$100.00
Branch Office Registration Application	\$35.00	\$50.00
Branch Office Registration Renewal Application	\$35.00	\$50.00
Duplicate License	\$20.00	\$20.00

**New Fee Structure: TARF**

(Previously all TARFs submitted were \$8.00 with a possible \$8.00 Late Fee if filed over 30 days and up to 210 days from the date of the termite action and a possible additional \$8.00 Excessive Late Fee if filed over 210 days from the date of the termite action.)

	<b>Electronic Submittal (eTARF)</b>	<b>Paper Submittal</b>
TARF Submittal	\$8.00	\$15.00
Late TARF (>30 Days)	\$16.00 + Initial submittal fee	\$16.00 + Initial submittal fee

Additional fees are listed below.

- B. Under the authority provided by A.R.S. 32-2304(A)(13), the Acting Director establishes and shall collect a penalty that is double the license renewal fee for any license that is not renewed timely. The penalty is in addition to the license renewal fee.
- C. If the Acting Director administers the examination required under A.R.S. § 32-2312(C) or 32-2314(C), the Acting Director shall charge \$50 to cover the cost of providing this service. If the Acting Director enters into a contract with an examination service or testing vendor, an applicant shall pay to the examination service or testing vendor the examination cost established in the contract.



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### IMPORTANT NOTICE RE: CHANGES IN TERMITE ACTION REPORT FORM (TARF) FEES EFFECTIVE NOVEMBER 1, 2009

**To:** OPM Business License Holders in the B2 & B8 Categories  
**From:** Charmayne Skow, Assistant Director of Administration & Finance  
**Date:** October 7, 2009  
**Subject:** Changes in the Termite Action Report Form (TARF) Fee Structure

The Emergency Rules go into effect immediately, however anything postmarked November 1, 2009, or later will be subject to these new fees. **The new fee structure is as follows:**

1. TARFs filed in a timely manner (within 30 days of the termite action) will be **\$8.00 per TARF when filing on the eTARF system and \$15.00 per TARF when filing via paper.**
2. TARFs are considered late when filed **more than 30 days after a termite action.** **The Late fee will be \$16.00 per late TARF in addition to the original (\$8.00 eTARF or \$15.00 paper TARF) filing fee per TARF regardless of eTARF or paper TARF submission.**
3. *There will be NO Excessive Late TARF fees as of November 1, 2009.*
4. *When filing a Supplemental/Final Grade TARF there is still no fee when filed within 30 days of the termite action.*
5. If a Supplemental/Final Grade TARF is filed **more than 30 days after the termite action**, a \$16.00 late fee will be charged per TARF *regardless of eTARF or paper TARF submission.*
6. Paper TARF forms are now \$13.00 per pack of 100 plus postage if applicable. **This is effectively immediately and being charged to you at our cost of printing the forms.**

If you have any questions about the new TARF Fee Structure, please feel free to contact me at [cskow@sb.state.az.us](mailto:cskow@sb.state.az.us) or (602) 255-3664.

# Arizona Office of Pest Management Snapshot Period 1 - 30 September, 2009

## Compliance

Number of Inspectors: **5**      Number of Inspections: 241      Number of Investigators: **5**      Number of Investigations: **22**  
Number Consumer Generated Complaints: 4      Number OPM Generated Complaints: **8**

## Enforcement

Number Consent Agreements: **8**      Number Administrative Warnings: **16**      Number Cease and Desist Orders: **7**  
Number Placed on Probation: **0**      Number Licenses Suspended: **0**      Number Conditional Probation: **0**  
Number for Hearings **0**      Number Licenses Revoked: **0**      Other: **1 (Notices of Correction)**

## Licensing

	Received	Approved	Issued	Denied
Applicator License	<b>131</b>	<b>90</b>	<b>59</b>	<b>0</b>
Qualifying Party License	<b>18</b>	<b>24</b>	<b>9</b>	<b>0</b>
Business License	<b>5</b>	<b>5</b>	<b>5</b>	<b>0</b>

Number of Application Review Committee      Number of Applicant undergoing in-      Number Applicants Testing at OPM: **28**  
Hearings for Applicants with Convictions: **9**      house Fingerprinting: **55**

Number Applicator Licensees: **6556**      Number Qualifying Party Licensees: **1414**      Number Business Licensees: **1121**

## Finance and Administration

Revenues Total: **\$115,777.05**      Expenditures: **\$204,704.58**  
OPM Fund: **\$104,199.30**      General Fund: **\$11,577.70**

## Information and Technology

Number Electronic      Number Paper TARF: **1,639**      Number Companies Using  
TARF: **13,592**      Etarf: **182**

**Arizona Office of Pest Management  
Snapshot Period: FY2010 First Quarter**

**Compliance**

Number of Inspectors: **5**    Number of Inspections: **1019**    Number of Investigators: **5**    Number of Investigations: **106**  
Number Consumer Generated Complaints: **26**    Number OPM Generated Complaints: **25**

**Enforcement**

Number Consent Agreements: **20**    Number Administrative Warnings: **41**    Number Cease and Desist Orders: **12**  
Number Placed on Probation: **0**    Number Licenses Suspended: **0**    Number Conditional Probation: **0**  
Number for Hearings **0**    Number Licenses Revoked: **3**    Other: **7 (Notices of Correction)**

**Licensing**

	Received	Approved	Issued	Denied
Applicator License	<b>501</b>	<b>652</b>	<b>250</b>	<b>2</b>
Qualifying Party License	<b>93</b>	<b>88</b>	<b>25</b>	<b>0</b>
Business License	<b>28</b>	<b>33</b>	<b>27</b>	<b>0</b>

Number of Application Review Committee Hearings for Applicants with Convictions: **29**    Number of Applicant undergoing in-house Fingerprinting: **160**    Number Applicants Testing at OPM: **88**

Number Applicator Licensees: **6556**    Number Qualifying Party Licensees: **1414**    Number Business Licensees: **1121**

**Finance and Administration**

Revenues Total: **\$319,859.06**    Expenditures: **\$594,158.19**  
OPM Fund: **\$286,730.91**    General Fund: **\$31,159.31**

**Information and Technology**

Number Electronic TARF: **36,034**    Number Paper TARF: **5,949**    Number Companies Using Etarf: **182**

# Arizona Office of Pest Management Snapshot Period 1 - 31 October, 2009

## Compliance

Number of Inspectors: **5**    Number of Inspections: **317**    Number of Investigators: **5**    Number of Investigations: **30**  
Number Consumer Generated Complaints: **5**    Number OPM Generated Complaints: **3**

## Enforcement

Number Consent Agreements: **3**    Number Administrative Warnings: **10**    Number Cease and Desist Orders: **3**  
Number Placed on Probation: **0**    Number Licenses Suspended: **0**    Number Conditional Probation: **0**  
Number for Hearings **0**    Number Licenses Revoked: **3**    Other: **5(Notices-dismissals-Denial)**

## Licensing

	Received	Approved	Issued	Denied
Applicator License	<b>120</b>	<b>160</b>	<b>72</b>	<b>0</b>
Qualifying Party License	<b>27</b>	<b>27</b>	<b>16</b>	<b>0</b>
Business License	<b>9</b>	<b>7</b>	<b>4</b>	<b>0</b>

Number of Application Review Committee Hearings for Applicants with Convictions: **11**    Number of Applicant undergoing in-house Fingerprinting: **49**    Number Applicants Testing at OPM: **35**

Number Applicator Licensees: **6866**    Number Qualifying Party Licensees: **1427**    Number Business Licensees: **1125**

## Finance and Administration

Revenues Total: **\$165,746.50**    Expenditures: **\$183,570.08**  
OPM Fund: **\$148,541.86**    General Fund: **\$17,204.64**

## Information and Technology

Number Electronic TARF: **14,213**    Number Paper TARF: **1,873**    Number Companies Using Etarf: **223**

## Adjudicated Complaint Summary

PEST MANAGEMENT ADVISORY COMMITTEE MEETING

Agenda Item III.b.1

### August 2009 Complaints

(The following complaints were adjudicated in the month of August, 2009)

Complaint #	Generated by:	File Date:	Allegation:	Company / Respondent Name:	Disposition:
100060	Consumer	2/3/09	Misuse	LARRY SHANNON OLIVER	Discipline issued
100063	Consumer	2/23/09	Unlicensed	KENNETH JAMES MCCULLOUGH	Discipline issued
100069	OPM	3/26/09	Unlicensed	KENT JONES	Discipline issued
100072	Consumer	3/27/09	Unlicensed	TERRA MADRE LANDSCAPING	Cease and Desist
100073	Consumer	3/27/09	Unlicensed	TAMARA ELAINE GORMLEY	Discipline issued
100074	Consumer	3/31/09	Final Grade	PAUL'S	Discipline issued
100078	OPM	4/14/09	TARF	JOUSTY MANASAN MAGLANOC	Dismissed w/o prejudice
100088	OPM	5/19/09	Unlicensed	ROGER DOUGLAS	Discipline issued
100091	Consumer	5/28/09	Unl. Applicator	LUIS ENRIQUE SONOQUI-SOTO	Discipline issued
100093	Consumer	6/2/09	Unlicensed	PINE SHADOWS GC & MOBILE HOME PARK	Discipline issued
100094	OPM	6/2/09	Unl. Applicator	PAUL J. RAMSEY	Cease and Desist
100097	Consumer	6/11/09	TARF	APOCALYPSE TERMITE & PEST CONTROL	Dismissed w/o prejudice
100100	Consumer	6/17/09	WDIIR	PK'Z PEST & TERMITE CONTROL	Discipline issued
100103	Consumer	6/26/09	Misuse	STAFFORD LEO SMITH	Discipline issued
100112	Consumer	7/17/09	Unlicensed	THE BRITTANY PLACE APARTMENTS	Discipline issued
100126	OPM	8/4/09	Other	JOHN MARK CURLEY	License denied

### September 2009 Complaints

(The following complaints were adjudicated in the month of September 2009)

100102	Consumer	6/24/2009	Unlicensed	MICHAEL RONNING	Discipline issued
100110	Consumer	7/9/2009	Unlicensed	TYLER TRAN	Discipline issued
100113	Consumer	7/17/2009	Unlicensed	KAY-KAY REALTY CORP	Discipline issued
100114	Anonymous	7/17/2009	Unlicensed	JOSE LUIS HERNANDEZ	Discipline issued
100122	OPM	7/23/2009	Unlicensed	DOUG WHITE	Discipline issued

Additional details regarding each investigation can be provide via completing a Public Requests Request Form.

**Pre-Treatment Monitoring and TARF Audits**

**PEST MANAGEMENT ADVISORY COMMITTEE MEETING**

**Agenda Item III.b.2**

Number of Pretreatment Monitors for Calendar Year 2009 (1/1/09 to 10/19/09): **85**

Number of TARF Audits for Calendar Year 2009 (1/1/09 to 10/19/05): **9**

TARF Audits in the inquiry stage:	5
TARF Audits completed but under review	2
TARF Audits completed & adjudicated	2

Total Fees Ordered from Adjudicated Cases:

(Case #100026: \$6,532.00)

(Case #100015: \$240.00)

Zimbra Collaboration Suite

hturner@sb.state.az.us

2009 Saguaro Continuing Education Conference & Expo  
(SCECE) -

Tuesday, October 06, 2009 10:02:55  
AM

From:

To: hturner@sb.state.az.us

Good morning. I have tried to get the information from the meeting -- stated we could download the various presentations. I can not get this information. Is there a change on how to gather the information? I go on the site and click on Industry Resources and nothing happens. Thanks for your assistance in this matter. I had the opportunity to see a number of great presentations and gathered some good information with my note taking; but, would enjoy even more.

I thought on the whole for a first time it was excellent. Am sure you saw the need to have the vendors' display separate from the main speaker because of the noise and distractions. Thought the people available to help the speakers were able to do so -- at least the ones I saw with the exception of video within a presentation slide at one point. Hopefully, this will continue. People I spoke to appeared to enjoy the experience.



*Lillian A. Sherman*  
National Director Of Training

**TRUMP MOLEK OF AMERICA, INC.**  
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CITY OF PHOENIX  
OFFICE OF ENVIRONMENTAL PROGRAMS

October 2, 2009

Mr. Ellis Jones, Acting Director  
Arizona Office of Pest Management  
9535 E. Doubletree Ranch road  
Scottsdale, AZ 85258

Dear Mr. Jones and staff:

I am sending this letter to congratulate you and your staff on an outstanding conference. The sessions and speakers were very well chosen, and I obtained valuable information that I can take back to city of Phoenix operations to further "green up" on our pest control practices. Perhaps more importantly, this conference provided a forum for essential communication between pest management companies, providers of pest control products, and those whose goal is to control pests in the safest manner in the locations they manage. The break-out sessions provided an opportunity for these groups to learn the challenges to IPM and discuss some solutions for them. I thank you for including me in this process.

Sincerely,

A handwritten signature in cursive script that reads "Monica Rabb".

Monica Rabb, M.S., CHMM, CET  
Office of Environmental Programs

R:\P2\IPM COP\Thank you letter OPM 10-09.doc

Ellis,

Thank you for letting  
me take part in the  
OPM Convention and  
Expo. I thought it was  
a great event and you  
and your staff deserve  
much congratulations  
Many hopes and wishes  
for a bright OPM future.

Wm. Miles

## **Continuing Education Course Approval Process**

1. OPM Staff receives Continuing Education (CE) Course Application via fax, email or mail.
2. OPM Staff will review each application for compliance with Arizona Administrative Code (A.A.C.) R4-29-216.
3. If the application(s) is/are incomplete and/or contains errors, OPM Staff will contact the applicant for additional information and/or corrections.
4. OPM Staff will review the CE course material(s) to ensure that each course complies with A.A.C. R4-29-216(A) and determine relevancy to OPM License Categories.
5. If the application(s) and course material(s) are complete, correct and relevant for the appropriate categories; OPM Staff will assign a Course Number and enter the following information into our Office Manager Database:
  - a) Course Name
  - b) Course Number
  - c) Provider Information
6. OPM Staff will contact the Applicant/Provider (normally via e-mail) with the following:
  - a) CE Provider ID and Password (new CE Providers only)
  - b) CE Course Number
  - c) CE Course Expiration Date

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Average Time to Process a complete CE Application – 30 to 45 minutes

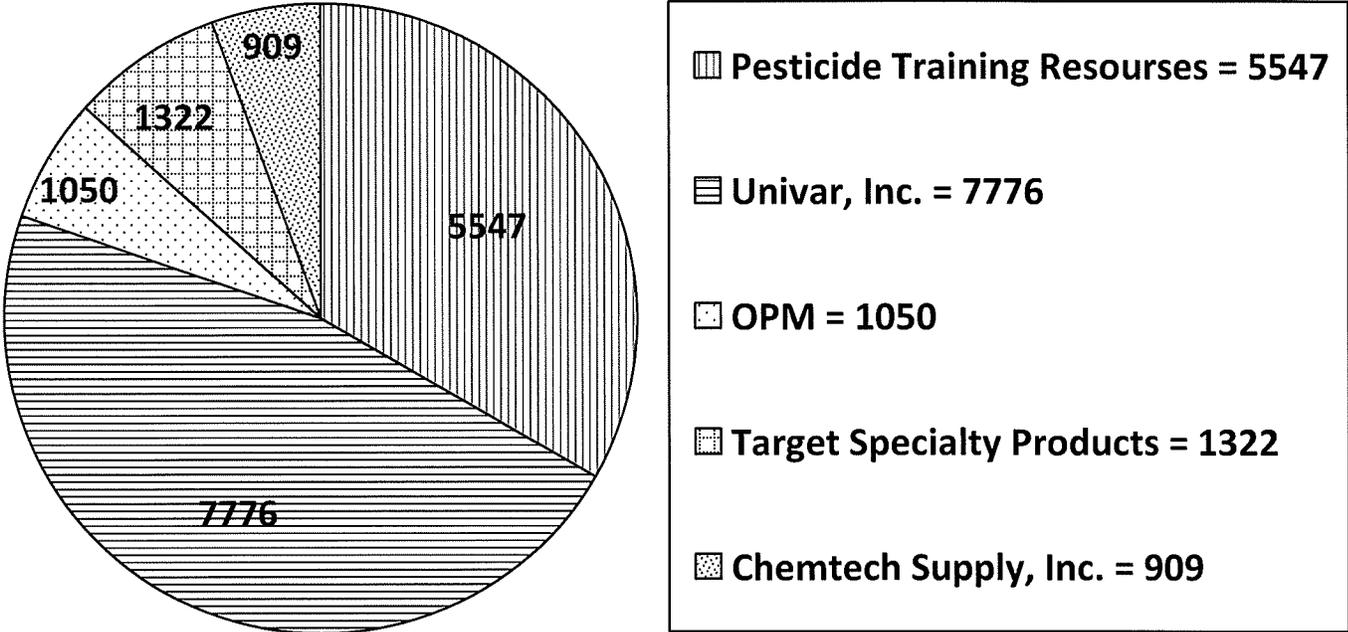
Average Time to Process an incomplete CE Application – 1 to 2 hours

In FY2009, the OPM reviewed 374 Continuing Education Applications. CE Courses are typically valid for 2 years unless the course is being approved for a specific event (multi-hour courses). Courses that are approved for a specific event are valid for 1 year or less.

The OPM had begun scheduling appointments with CE providers to monitor approved CE Courses pursuant to A.A.C. R4-29-216 (H).

The OPM has 180 approved CE Providers and 1016 approved CE Courses in our database. The chart below does not include all CE Providers due to the volume, however it does include those that had representatives attend the September 2009 PMAC Meeting.

**Continuing Education Hours Reported for FY2009**



In FY2009 the OPM provided CE to 493 out of 6458 Licensed, which equated to 7.6% of all Licensees that needed CE to Renew.