PEST CONTROL ENFORCEMENT ADVISORY COUNCIL

FLORIDA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

Division of Agricultural Environmental Services

FACILITATOR’S SUMMARY REPORT OF THE JULY 18, 2006 MEETING

APOPKA, FLORIDA

Meeting Design & Facilitation By

FCRC
Consensus Solutions

Report By Jeff A. Blair
Florida Conflict Resolution Consortium
Florida State University

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http://consensus.fsu.edu
OVERVIEW OF COUNCIL’S KEY DECISIONS

TUESDAY, JULY 18, 2006

Opening and Meeting Attendance
At the start of the meeting, Chairman Richard Meahl turned the gavel over to incoming Chair Ray Capelouto, signifying the beginning of Ray’s term as Council Chair. Members and staff voiced their appreciation for Richard’s tenure as Council chair.

Chairman Capelouto opened the meeting at 9:10 AM, and the following Council members were present:
Ray Capelouto (chair), Steve Dwinell, Al Hoffer, Tim Hulett, Phil Koehler, Bob McGranahan, Richard Meahl, Pete Quartuccio (vice-chair), Erica Santella, and D.R. Sapp.
Members Absent: Elizabeth Allen.

Jeff Blair noted that the Council will need to elect a new secretary at the October meeting. The secretary is third in-line for the chair’s position.

DACS Staff Present
Phil Helseth, Mike Page, and Debbie Lewis.

Public Present
Karen Barnett, Mike Beckers, and John Mangold.
(Attachment 3—Meeting Attendance)

Meeting Facilitation
The meeting was facilitated by Jeff Blair from the Florida Conflict Resolution Consortium at Florida State University. Information at: http://consensus.fsu.edu/

Project Webpage
Information on the project, including agenda packets, meeting reports, and related documents may be found in downloadable formats at the project webpage below:
http://consensus.fsu.edu/DACS/pest_control.html

Agenda Review and Approval
The Council voted unanimously, 10 - 0 in favor, to approve the agenda as amended including the following objectives:

• To Approve Regular Procedural Topics (Agenda, Report, Meeting Schedule, and Workplan)
• To Conduct the Annual Election and Appointment of Officers
• To Hear an Update on Agency Enforcement Activities
• To Hear a Legislative Issues Update
• To Hear an Update on DACS Rule Development Efforts
• To Hear a Status Update Regarding Council Member Appointments
• To Discuss the Council Effectiveness Assessment Survey Results
• To Hear an Update on the Consumer Education Subcommittee
• To Discuss Enforcement Statistics and Representative Enforcement Case Sample(s)
• To Hear an Update on Special Enforcement Operations Statistics
• To Hear a Report on WDO Contract Requirements for Improving Compliance
• To Hear a Report on Training and Supervision
• To Discuss Various Issues Regarding Rule Enforcement
• To Consider Public Comment
• To Consider Council Member’s Comments
• To Identify Needed Next Steps, Assignments, and Agenda Items For Next Meeting

Council Action:
The Council voted unanimously, 10 - 0 in favor, to reconsider the agenda. The Council voted unanimously, 10 - 0 in favor, to amend the approval of the agenda to reflect the following changes:
• The WDO Contract Rule requirements was a report and not a Council discussion.
• Issues Regarding Pretreatment Preconstruction Contracts with Builders will be considered at the October meeting.
• Discussion of rule enforcement issues was added to the agenda.

Amendments to the Agenda
• The WDO Contract Rule requirements issue was a report and not a Council discussion.
• Issues Regarding Pretreatment Preconstruction Contracts with Builders will be considered at the October meeting.
• Discussion of rule enforcement issues was added to the agenda.
• Consumer Education Report was changed to an update.
• The Training and Supervision issue was a report and update and not a discussion,

Approval of April 18, 2006 Facilitator’s Report
The Council voted unanimously, 10 - 0 in favor, to approve the April 16, 2006 Facilitator’s Report as presented.

Review and Approval of Updated Workplan and Meeting Schedule
Following a review of the Workplan, included as pages 4 - 6 of the agenda packet, the Council took the following actions.
Council Action:
The Council voted unanimously, 10 - 0 in favor, to approve the Council’s workplan and meeting schedule as amended.

Approved Meeting Schedule:
October 17, 2006—Tallahassee, Florida (Joint meeting with FDACS inspectors)
January 16, 2007—Fort Lauderdale
April 17, 2007—Fort Myers
July 17, 2007—Live Oak
October 16, 2007—Apopka
(Attachment 2—Workplan)
Amendments to the Workplan:
• Location for the July 17, 2007 meeting—Live Oak.
• Location for the October 16, 2007 meeting—Apopka.

Workplan Revisions:
• 11. Industry Issues
  Council will discuss Pretreatment Preconstruction Contracts with Builders at the October 17, 2006 meeting.
• 7. Council heard an update on supervision and training issues at the July 18, 2006 meeting.
• 8. Council will monitor new WDO contract rules and develop recommendations for enhancing enforcement as needed based on a minimum of one year of monitoring.

Legislative Issues Update
Steve Dwinell, Assistant Division Director of the Division of Agriculture and Environmental Services, reported on legislative issues relevant to the Council, and answered Council member’s questions.

Council Action:
The Council voted unanimously, 10 - 0 in favor, to accept the report as presented.

Summary of Discussion and Member’s Questions and Comments:
Governor signed legislation from SB 1388 for changes to Chapter 482:
• Clarifying a provision exempting certain mosquito control activities related to pest control.
• Defines “direct supervision” by licensed operators.
• Governs the use of pesticides for preventing subterranean termites.
• Changes language regarding the Limited Landscape Certification (LLC).

DACS is working on changes for the next legislative session (2007):
• Ensuring and developing documentation for verifiable training.
• There will be two facilitated workshops regarding training and supervision issues.
• DACS will bring this issue to the Council once it has been workshoped.

Update on Agency Rule Development Efforts
Steve Dwinell, Assistant Division Director of the Division of Agriculture and Environmental Services, reported on current Agency rule development efforts, and answered Council member’s questions.

Council Action:
The Council voted unanimously, 10 - 0 in favor, to accept the report as presented.

Summary of Discussion and Member’s Questions and Comments:
Steve reported on three rule development efforts. They are as follows:
• Amendment to 5E14.105, Contracts, is adopted and will be become effective in June, 2006.
• Rule 5E14.149 Enforcement Response Guidelines, is in effect.
• Amendment to 5E14.149 regarding the listing of the certified operator’s name on employees’ quarterly disciplinary reports is being considered.
• Rule 5E14.142, WDO Form changes will proceed with adoption once the issue of a one or two page form is resolved.

In addition, Steve reported that DACS will be commencing additional rule development efforts, and will keep the Council updated.

**Status Update on Member’s Terms/Re-appointment**

Steve Dwinell, Assistant Division Director of the Division of Agriculture and Environmental Services, reported that all members terms, except Al Hoffer’s, will expire in October of 2006.

DACS is still in the process of requesting nominations from associations and interest groups, and will make appointments in time for the October meeting. Steve asked that Phil Koehler have the University of Florida send a letter requesting his re-appointment. Steve noted that there may be some changes to membership and that all appointment are made by Commissioner Bronson.

Bob McGranahan stated that he did not wish to serve another term. Members and staff voiced their appreciation for Bob’s outstanding service and noted that Bob was the Council’s first chair.

**Press Release on Pest Control Rule Changes to Enhance Consumer Protections**

Steve Dwinell passed around a Press Release titled Bronson Announces Changes to Pest Control Rules that Enhance Consumer Protections Just in Time for Drywood Termite Season for members to review. The press release states that contracts issued by pest control companies must clearly state the type of termite being targeted, and if one particular termite is not covered, the contract needs to state that as well. Another change identified in the press release is that if only a ‘spot’ treatment is done on a structure, the contract must state that.

**Council Effectiveness Assessment Survey Results Discussion**

Jeff Blair reviewed the results of the 2006 Council Effectiveness Assessment Survey and thanked members for taking the time to complete the survey. Jeff noted that ten of eleven members completed the survey. In general, the survey results indicate that the Council perceives that it is functioning well in key areas. The average, out of a possible high score of 10, for the six key areas are as follows:

- Decision Making Process: 9.00
- Participation and Communication: 9.11
- Council Relationship to DACS: 9.22
- Time for Consideration: 9.22
- Information and Analysis: 8.77
- Process and Meeting Facilitation: 9.78
Consumer Education Subcommittee Report/Update
Steve Dwinell reported that the Committee is competing the brochure regarding post-construction treatments. Steve reported that many of the consumer information documents related to pest control on DACS’s website are out of date, and he will be working to update them. Steve promised to have some document revised for the Council’s October meeting.

Agency Enforcement Statistics and Representative Enforcement Cases
Mike Page, Bureau Chief of Entomology and Pest Control, reported on agency enforcement activities and responded to member’s questions and comments.

Council Action:
Motion—The Council voted unanimously, 10 - 0 in favor, to accept the report as presented.

Agency Enforcement Statistics:
Mike reported that during the Fourth Quarter (April – June 2006) there were a total of 1236 investigations and inspections. The breakdown is as follows: 26 compliance assistance requests and 54 for cause equaling 80 total investigations, and 1156 neutral scheme inspections. In addition, 16 fines were collected for a total of $19,600.

Representative Enforcement Cases:
Mike reported on several enforcement cases, explained the Agency’s actions on the cases, and asked member’s for feedback on what they believe to be appropriate responses for similar type cases.

Summary of Discussion and Member’s Questions and Comments:
Mike detailed a case where an operator has a history of targeting elderly populations, collecting money, and then performs no real services. DACS has taken administrative action including revoking the license. Mike asked the Council on feedback regarding an appropriate level of response for this type of case. Members discussed a range of options and then voted on their preferences. Following are the results of the ranking exercise, and the tie-breaker vote:

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<tr>
<th>Action</th>
<th>Vote 1</th>
<th>Vote 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revocation of Category Specific Certificate</td>
<td>2</td>
<td>N/A</td>
</tr>
<tr>
<td>Revocation of ID Card &amp; Certificate</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Revocation of ID Card and Certificate, and Suspension of License</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Revocation of ID Card and Certificate, and Revocation of License</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>
Al Hoffer agreed with DACS’s actions.
Tim Hulett agreed that something should be done.
Page also mentioned that this certified pest control operator is impersonating another operator and he wants to stop these people from doing what they are doing.
Dwinell mentioned that we need to get people that are doing this type of activity and stop them.
Phil Koehler, said that they should be a time frame in which they need to comply.
Dwinell mentioned that it is sometimes difficult to force people to comply that do not want to comply.
Capelouto mentioned that this is the type of people that do not want be caught and they make it difficult to communicate with law enforcement personnel.
Dwinell mentioned that the Department of Agriculture will be hiring new law enforcement personnel to cover only pest control.
Koehler stated that some people just do not want to comply.
D.R. Sapp mentioned that collecting money from customers can be difficult and he praised Mike for his efforts.
Page mentioned that administrative fines and suspension will follow.

Case #3 – ID Card Violations:

Council was asked if DACS should be more forceful in these type of cases.
Ray asked Mike if the Department was taking these measures.
Erica asked if they would have to provide proof of an ID card.
Richard stated that as the law is now, he can get an employee an ID card and have them be under his employ for three years and then have them do all of their allotted work on one day and then they would qualify for their license.
Ray asked that if they were aware that they were not a legal company, could they say they thought they were registered?
Richard asked if an employer could say that he uses them only once a month if they would still need to be licensed and Mike said that they would.
Ray asked if Chapter 482 Florida provided for any other penalties.
Erica asked if anyone used these circumstances to earn CEU’s.
Do consultants have to be a pest control business? Mike said they would not, because they are not selling, applying, or inspecting.
Bob asked if someone holding an ID card had to be an employee.
Steve said that no one working part time can be granted an administrative fine.
Mike told the Council about another case where, because of several safety issues, the owner had $8,000 in administrative fines pending.
Employee failed to inform Department of a fumigation treatment. After five months, the owner provided the records to Mike who observed other violations against this individual. One violation was for falsifying documents which calls for revocation of his license.
Ray asked if someone’s license is revoked, can this individual hire another operator and continue working under their ID card. Mike said that the certified operators are being very careful about this.
Mike said that if someone is operating illegally, DACS will take their license
• Bob asked that if a violation occurs that results in death, could the ‘family’ go to the Department and say the pest control company should have prevented the exposure?
• Ray said the only reason that people are in the pest control business is to make money. He said that if a pest control operator was to have his ID card pulled, he can still operate and earn money for the pest control firm.
• Richard talked about revoking the license for fumigations, which is where most of the violations occur.
• Tim mentioned that the unlicensed employees should be suspended from doing pre-treatments, as well as fumigations. Steve concurred that in situations like this, their license should be suspended.

Update on Special Enforcement Operations Statistics
Mike Page, Bureau Chief of Entomology and Pest Control, reported on DACS special enforcement operations statistics and responded to member’s questions and comments.

Summary of Discussion and Member’s Questions and Comments:
• The most recent SEO reported on was Pre-treats, in March of 2006.
• In June of 2006, a lawn maintenance SEO was conducted.
• Broward, Dade, Palm Beach, Martin, Pinellas, Manatee, Pasco, Sarasota, Lee, Collier St. John’s, Flagler and Volusia Counties had the SEO’s conducted.
• 16 inspectors conducted 313 Inspections of lawn maintenance operators
• Apparent violations (if pesticides on rig, but not admitted), there were 64 apparent violations.
• Will get LLC percentage.
• Violation rate appeared to be higher in SW Florida.
• Less in Broward/Dade Counties.
• How were inspectors received?
• These type of inspections are most likely to be confrontational, and have been difficult. Inspectors are coached to be non-confrontational in these activities.

Revisions to WDO Contract Rule Report
Mike Page, Bureau Chief of Entomology and Pest Control, reported on revisions to Rule Regarding the WDO Contract and responded to member’s questions and comments.

Summary of Discussion and Member’s Questions and Comments:
Mike provided an overview to changes to Rule 5E-14.105 that became effective on June 1, 2006. Mike noted that the definition of “active infestation” needs to be reviewed and clarified. Members expressed concern over the “common name requirements” and desire that DACS provide rule clarification on this issue. Steve Dwinell mentioned that DACS will review this issue and decide how to implement.
Report on Training and Supervision
Steve Dwinell, Assistant Division Director of the Division of Agriculture and Environmental Services, reported on training and supervision issues, and answered Council member’s questions.

Summary of Discussion and Member’s Questions and Comments:
Steve explained that DACS is in the process of considering changes to Chapter 482 that would improve DACS’s ability to enforce requirements for companies to provide an acceptable minimum level of adequate training. DACS’s will be seeking rule authority to specify the type of training required and what type of verification shall be required. In addition, DACS would like to develop a practical for qualification to take the certified operators exam(s) in the four categories. Steve noted that DACS will be conducting two facilitated workshops to discuss training and supervision issues. The workshops will be conducted on September 19 and October 18, 2006. The exact locations will be announced soon.

Rule Enforcement Clarification Issues Identified for Council Discussion

Common names of WDO covered in contracts
Do accepted common names have to be listed in each contract?
Can this be addressed by a interpretation by the Department?

Use of Cell Phones
5E-14.142(3)(b) states that: All telephone numbers used in solicitation and acceptance of pest control shall terminate in the licensed business location.
How do cell phones fit into this?
Does this require a rule change?
Can cell phones be used for fumigation notices? For advertising?

Second ID Card for Training Issues
Current law allows a 2nd ID card only for a person who is a certified operator.
Is there a way to allow an ID card holder who is not a certified operator to obtain a second ID card with another licensee to obtain experience?

Pre-construction Contracts with Builders
How can rules/interpretation be modified to allow preventive treatment for new construction be done by licensees without a signed contract with property owner?
If information is not available from builder how can contract be written? Builders often do not provide information, will not sign contracts.

Assumption of WDO Contracts without Treatments; Provision of Protection without Treatment/Partial Treatment
How does this affect the assumption of baiting systems.
How does this affect changing of providers by consumers, free enterprise.
Scenarios under which contracts are assumed/ under what circumstances should a contract be assumed/how should a company assume a contract on an existing structure.
Use of Cell Phones Related to Advertising and Solicitation Discussion

Council Action:
Motion—The Council voted unanimously, 10 - 0 in favor, to recommend that to DACS that the cell phone and other new technologies topic is an enforcement issue that should be addressed with a rule making effort.

Summary of Discussion and Member’s Questions and Comments:
5E-14.142(3)(b) states that: All telephone numbers used in solicitation and acceptance of pest control shall terminate in the licensed business location. Advertising cell phone numbers and sales persons using cell phones could be violations. This is currently be done in the industry and need to be clarified.

- Could cell phones number be used if land line also used in advertising.
- Could cell phones be used if paid by licensee.
- What is the rule authority for this?
- How does this affect web or email advertising?
- Would registering all numbers used be acceptable? If the number was registered with DACS, then would it be legal. How would Department use this list, if there was one.
- Could require a dedicated line (land line) for each licensee, and require this number to be noticed along with cell or mobile line as well.

Second ID Card for Training Purposes
Current law allows a 2nd ID card only for a person who is a certified operator. Is there a way to allow an ID card holder who is not a certified operator to obtain a second ID card with another licensee to obtain experience?

Summary of Discussion and Member’s Questions and Comments:
- D.R. Sapp feels that problems may arise from issuing a second ID card.
- Mike Page asked the Council if they have been receiving requests for a second ID card.
- Bob McGranahan said that he would not allow second ID cards to be distributed in his company. The suggestion was made that if second ID cards were issued, that they be for training purposes only.
- Richard Meahl feels that anyone can get a second ID card but the Department should not allow multiple ID Cards by any one person.
- Al Hoffer stated that a pest control operator has had more training than someone that is an ID card holder.
  Ray Capelouto stated that an individual with an ID card from one company, or one particular category should not be allowed get an ID card from another company or for another category.
- Bob McGranahan said that if someone has a business license he should be able to hire an ID Card holder.
- Erica Santella concurred.
Council Members Comment(s)
Steve Dwinell called for a motion in appreciation of Bob’s McGranahan’s service on the Council.

Motion—The Council voted unanimously, 10 - 0 in favor, to acknowledge and appreciate Bob McGranahan’s years of service on the Council.

Public Comment
Council Chair, Ray Capelouto, invited members of the public to address the Council.

- Mike Beckers, CPCO, stated that he supports allowing the use of cell phones so long as the number is advertised along with a land-line number.

Agenda Items and Assignments for the October 17, 2006 Meeting
Annual Election for the Secretary Position
Re-appointment of Members and Appointment of New Members—DACS
Workplan and Meeting Schedule Updates—Jeff Blair
Update on Legislative Issues—Steve Dwinell
Rule Development Status—Steve Dwinell
Enforcement Statistic Discussion and Enforcement Case Study Scenario Sample—Mike Page
Report of the Consumer Education Subcommittee—Steve Dwinell
Industry Issues—Pretreatment Preconstruction Contracts with Builders Presentation and Discussion—Hulett/Meahl
Discussion on Common Names of WDO’s Covered in Contracts
Discussion of the “Three Strike” Rule
Joint Session with the Council and DACS Inspectors

Next Meeting Date and Location
October 17, 2006—Tallahassee, Florida (Joint meeting with FDACS inspectors)

Future Meeting Dates and Locations
January 16, 2007—Fort Lauderdale
April 17, 2007—Fort Myers
July 17, 2007—Live Oak
October 16, 2007—Apopka

Adjourn
The Council voted unanimously, 10 - 0 in favor, to adjourn at 1:55 PM.

Staff Assignments
No new assignments from the July meeting.
ATTACHMENT 1
DACS/PCEAC MEETING EVALUATION RESULTS
July 18, 2006—Apopka, Florida

Average rank using a 0 to 10 scale, where 0 means totally disagree and 10 means totally agree.

1. Please assess the overall meeting.
   9.7 The background information was very useful.
   9.8 The agenda packet was very useful.
   9.7 The objectives for the meeting were stated at the outset.
   9.7 Overall, the objectives of the meeting were fully achieved.
   9.8 Update on Agency Enforcement Activities and Case Examples.
   9.7 Legislative Issues Update.
   9.8 Update on DACS Rule Development Efforts.
   8.1 Report from the Consumer Education Subcommittee.
   9.6 Council Effectiveness Assessment Survey Results and Discussion.
   N/A Discussion of Issues Regarding Pretreatment Preconstruction Contracts with Builders.
   9.7 Update on Special Enforcement Operations Statistics.
   N/A Report and Recommendations on WDO Contract Requirements for Improving Compliance.
   N/A Report, Discussion and Recommendations on Training and Supervision.
   N/A Discussion of Issues Regarding Pretreatment Preconstruction Contracts with Builders.

2. Please tell us how well the Facilitator helped the participants engage in the meeting.
   9.8 The participants followed the direction of the Facilitator.
   9.9 The Facilitator made sure the concerns of all participants were heard.
   9.9 The Facilitator helped us arrange our time well.
   9.8 Participant input was documented accurately.

3. What is your level of satisfaction with the meeting?
   9.9 Overall, I am very satisfied with the meeting.
   9.9 I was very satisfied with the services provided by the Facilitator.
   9.9 I am satisfied with the outcome of the meeting.

4. What progress did you make?
   9.8 I know what the next steps following this meeting will be.
   9.7 I know who is responsible for the next steps.

5. Member’s Written Evaluation Comments.
   • Go Gators!
ATTACHMENT 2

COUNCIL’S UPDATED WORKPLAN
(Last Updated and Approved Unanimously July 18, 2006)

WORKPLAN BY TASK

TASK A—ENHANCING COMMUNICATION BETWEEN AND AMONG THE AGENCY, INDUSTRY, AND PUBLIC ISSUES

1. Develop list of programmatic and operational statistics Council would like to review on an ongoing basis.
   A. Council will review enforcement statistics at each meeting.
   B. Council will review Sample Representative Enforcement Cases at each meeting.
   C. DACS will update Council on rulemaking efforts at each meeting.
   D. DACS will update Council on relevant statutory issues at each meeting.

2. Develop recommendations regarding enhancing accountability for improper acts.

3. Provide cases/statistics regarding disclosures for treatment failures.

4. Develop recommendations for improving consumer education on procedures for filing complaints (complaint process) and enhancing the visibility of the process.
   A. DACS compliance assistance requests proposal adopted at July 2004 meeting.
   B. Compliance assistance requests process reviewed at each subsequent meeting.

5. Review Department’s website for possible recommendations on content and organization.

6. Public Participation at Council Meetings
   A. Process amended at the April 22, 2004 meeting.

7. Council Effectiveness
   A. Council discusses effectiveness assessment survey results annually at the April meeting.

8. Council Policies
   A. Council will rotate Chair position and elect new Secretary at each July meeting.
   B. Council considered a member proxy proposal at the July 19, 2005 meeting.
   C. Member Comment Process for absent members was adopted at the October 18, 2005 meeting.
   D. Member attendance and meeting frequency policies were revised at the January 17, 2006 meeting.
   E. Council reviewed membership terms and statutory mandate at the January 17, 2006 meeting.
9. Coordinate enforcement strategies for new construction pre-treatments between: DACS, Florida Building Commission; BOAF (building officials), FHBA (home builders), and PCO’s.
   A. Council reviewed “Termite Protection in Buildings” document at the April 2005 meeting.

10. Consumer Education Efforts
    A. Council discussed consumer education strategies at the July 19, 2005 meeting.
    B. Council convened a Consumer Education Subcommittee at the July 19, 2005 Meeting.

11. Industry Issues
    A. Council will discuss Pretreatment Preconstruction Contracts with Builders at the October 17, 2006 meeting.

**TASK B—ENHANCING LICENSING AND ENFORCEMENT PRACTICES ISSUES**

1. Review and develop recommendations on the Department’s disciplinary procedures.

2. Review and develop recommendations on the language used in the Department’s various forms.
   A. Feasibility assessment for a negotiated rulemaking on the WDO report form was completed on February 5, 2004.
   B. WDO Inspection Form workshop process was completed in January of 2006.

3. Recommendations for dealing with illegal operators.
   A. Agency updated Council regarding statistics at the April 22, 2004 and January 18, 2005 meetings.

4. Organize discussions on Task B to be specific to the different categories of pest control (i.e., Fumigation, Lawn and Ornamental, General Household Pest Control, and Termite).

5. Reach consensus on the scope of issues for council consideration.
   Council agreed that their focus will be on developing recommendations to improve the enforcement of existing regulations; and, would recommend statutory or rule changes as a by-product of this activity and not as a primary Council focus. (November 20, 2003)

6. Council heard a report on FDACS Certification Exams at the April 18, 2006 meeting.
7. Council heard an update on supervision and training issues at the July 18, 2006 meeting.
8. Council will monitor new WDO contract rules and develop recommendations for enhancing enforcement as needed based on a minimum of one year of monitoring.
TASK C—ENHANCING AGENCY’S ENFORCEMENT, EDUCATION, AND TRAINING ISSUES

1. Develop recommendations to ensure that there are consistent and uniform training requirements that all inspectors must achieve prior to working in the field.

2. Make recommendations on what the Agency’s enforcement priorities should be for the coming year.—Annual Task.

3. Review and develop recommendations to ensure the Department has a clear, uniform, and consistent enforcement standards.
   A. Inspections procedures overview given by Agency on July 17, 2003.
   B. Agency enforcement case process overview given on July 17, 2003.
   C. Presentation on issues of concern to PCO’s given on July 17, 2003.
   D. Complaint response procedures overview given by Agency on September 18, 2003.
   E. Council will consider uniform procedures for notifying PCOs of Agency actions at a future meeting.
   F. Council discussed preventive treatment for new construction records inspection procedures at the July 2004 meeting.
   G. Council reviewed protocols for inspecting Borates used in new construction at the July 2004 and January 2005 meetings.
   H. Council conducted a joint meeting with DACS inspectors to discuss uniform enforcement procedures at the July 2004 meeting.
   I. Council reviewed Neutral Scheme Inspections Policy at January 2005 meeting.
   J. Council considered a proposal for testing for the presence/absence of preventive residual soil treatments at the January 2005 meeting.
   K. Council developed recommendations for neutral scheme inspections including a set of criteria at the July 19, 2005 meeting.
   L. Council adopted a Compliance Assistance Request Process at the April 22, 2004 meeting, and revisions at the July 20, 2004 meeting.
   M. Council discussed enforcement issues related to ID cards at the October 18, 2005 meeting.
   N. Council discussed compliance resolution rates at the October 18, 2005 meeting.
   O. Council approved WDO neutral scheme pilot project at the October 18, 2005 meeting.
   P. Considered recommendations to improve effectiveness of post construction treatment standards at the July 19, 2005 and October 18, 2005 meetings.
   Q. Council discussed Africanized Honeybees and implications to the industry at the January 17, 2006 meeting.
   R. Council consider recommendations regarding prior notification of inspections at the January 17, 2006 meeting.
   S. Council considered requirements related to assumption of contracts at the January 17, 2006 meeting. The issue was assigned to the Education Subcommittee.
   T. Council discussed inspector training related to enforcement issues at the April 2006 meeting.
## ATTACHMENT 3
### MEETING ATTENDANCE LIST

<table>
<thead>
<tr>
<th>NAME</th>
<th>AFFILIATION</th>
<th>PHONE</th>
<th>FAX</th>
<th>E-MAIL</th>
</tr>
</thead>
<tbody>
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<td></td>
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</tr>
<tr>
<td>D. R. Sapp</td>
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