

**PEST CONTROL BOARD**  
Professional and Vocational Licensing Division  
Department of Commerce and Consumer Affairs  
State of Hawaii

MINUTES OF THE MEETING

Date: September 23, 2024

Time: 2:00 p.m.

Place: King Kalakaua Conference Room  
King Kalakaua Building  
335 Merchant Street, First Floor  
Honolulu, Hawaii 96813

Present: Terrance Manago, Industry Member, Vice Chairperson  
William Lee, Industry Member  
Jonathan Montalbo, Industry Member  
Greg Takeshima, Department of Agriculture, Ex-Officio  
Jia-Wei Tay, Ph.D., University of Hawaii Department of Plant &  
Environmental Protection Sciences, Ex-Officio  
Lei Ana E. Green, Executive Officer  
Christopher Leong, Deputy Attorney General (“DAG”)  
Marc Yoshimura, Secretary

Member(s)

Excused: John Speed, Industry Member, Chairperson  
Gracelda Simmons, Department of Health, Ex-Officio

Guest(s): None

Agenda: The agenda for this meeting was posted to the State electronic calendar pursuant to HRS section 92-7(b).

Call to Order: There being quorum present, Vice Chairperson Manago called the meeting to order at 2:04 p.m.

Mr. Montalbo moved to amend the agenda to add the Pest Control Operator Branch 2 application for Armelio Cabatingan, as additional RME for Eco-Lab, Inc. Mr. Cabatingan’s Branch 2 application was previously published in the May 22, 2023, meeting agenda. The motion was seconded by Dr. Tay, and unanimously carried to approve this amendment to the agenda.

Approval of Minutes:

It was motioned by Mr. Lee, seconded by Mr. Montalbo, and unanimously carried to approve the open session minutes of the March 18, 2024, meeting.

Executive  
Officer's Report: a. Examination Report

**PSI**  
**HAWAII PEST CONTROL EXAMINATIONS**  
**EXAMINATIONS ADMINISTERED March 2024**

| <u>EXAM</u>                  | <u>ADMINISTERED</u> |                 |                 |               |              |
|------------------------------|---------------------|-----------------|-----------------|---------------|--------------|
|                              | <u>NO. EXAMS</u>    | <u>NO. FAIL</u> | <u>NO. PASS</u> | <u>% FAIL</u> | <u>%PASS</u> |
| PART 1                       | 0                   | 0               | 0               | 0%            | 0%           |
| FIELD REP BR 1               | 1                   | 0               | 1               | 0%            | 100%         |
| OPERATOR BR 1                | 0                   | 0               | 0               | 0%            | 0%           |
| FIELD REP BR 2               | 2                   | 1               | 1               | 50%           | 50%          |
| OPERATOR BR 2                | 0                   | 0               | 0               | 0%            | 0%           |
| FIELD REP BR 3               | 1                   | 0               | 1               | 0%            | 100%         |
| OPERATOR BR 3                | 0                   | 0               | 0               | 0%            | 0%           |
| TOTAL NO. EXAMS ADMINISTERED |                     |                 |                 | 4             |              |
| TOTAL NO. EXAMS PASSED       |                     |                 |                 | 3             |              |
| TOTAL NO. EXAMS FAILED       |                     |                 |                 | 1             |              |
| TOTAL PERCENT PASSED         |                     |                 |                 | 75%           |              |
| TOTAL PERCENT FAILED         |                     |                 |                 | 25%           |              |

**PSI**  
**HAWAII PEST CONTROL EXAMINATIONS**  
**EXAMINATIONS ADMINISTERED April 2024**

| <u>EXAM</u>                  | <u>ADMINISTERED</u> |                 |                 |               |              |
|------------------------------|---------------------|-----------------|-----------------|---------------|--------------|
|                              | <u>NO. EXAMS</u>    | <u>NO. FAIL</u> | <u>NO. PASS</u> | <u>% FAIL</u> | <u>%PASS</u> |
| PART 1                       | 1                   | 0               | 1               | 0%            | 100%         |
| FIELD REP BR 1               | 1                   | 0               | 1               | 0%            | 100%         |
| OPERATOR BR 1                | 0                   | 0               | 0               | 0%            | 0%           |
| FIELD REP BR 2               | 2                   | 1               | 1               | 50%           | 50%          |
| OPERATOR BR 2                | 1                   | 0               | 1               | 0%            | 100%         |
| FIELD REP BR 3               | 1                   | 0               | 1               | 0%            | 100%         |
| OPERATOR BR 3                | 0                   | 0               | 0               | 0%            | 0%           |
| TOTAL NO. EXAMS ADMINISTERED |                     |                 |                 | 6             |              |
| TOTAL NO. EXAMS PASSED       |                     |                 |                 | 5             |              |
| TOTAL NO. EXAMS FAILED       |                     |                 |                 | 1             |              |
| TOTAL PERCENT PASSED         |                     |                 |                 | 83.33%        |              |
| TOTAL PERCENT FAILED         |                     |                 |                 | 16.67%        |              |

**PSI**  
**HAWAII PEST CONTROL EXAMINATIONS**  
**EXAMINATIONS ADMINISTERED May 2024**

| <u>ADMINISTERED</u>   |                  |                 |                 |               |              |
|-----------------------|------------------|-----------------|-----------------|---------------|--------------|
| <u>EXAM</u>           | <u>NO. EXAMS</u> | <u>NO. FAIL</u> | <u>NO. PASS</u> | <u>% FAIL</u> | <u>%PASS</u> |
| <b>PART 1</b>         | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 1</b> | 1                | 0               | 1               | 0%            | 100%         |
| <b>OPERATOR BR 1</b>  | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 2</b> | 1                | 1               | 1               | 100%          | 0%           |
| <b>OPERATOR BR 2</b>  | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 3</b> | 2                | 1               | 1               | 50%           | 50%          |
| <b>OPERATOR BR 3</b>  | 0                | 0               | 0               | 0%            | 0%           |

|                              |     |
|------------------------------|-----|
| TOTAL NO. EXAMS ADMINISTERED | 4   |
| TOTAL NO. EXAMS PASSED       | 2   |
| TOTAL NO. EXAMS FAILED       | 2   |
| TOTAL PERCENT PASSED         | 50% |
| TOTAL PERCENT FAILED         | 50% |

**PSI**  
**HAWAII PEST CONTROL EXAMINATIONS**  
**EXAMINATIONS ADMINISTERED June 2024**

| <u>ADMINISTERED</u>   |                  |                 |                 |               |              |
|-----------------------|------------------|-----------------|-----------------|---------------|--------------|
| <u>EXAM</u>           | <u>NO. EXAMS</u> | <u>NO. FAIL</u> | <u>NO. PASS</u> | <u>% FAIL</u> | <u>%PASS</u> |
| <b>PART 1</b>         | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 1</b> | 1                | 0               | 1               | 0%            | 100%         |
| <b>OPERATOR BR 1</b>  | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 2</b> | 0                | 0               | 0               | 0%            | 0%           |
| <b>OPERATOR BR 2</b>  | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 3</b> | 0                | 0               | 0               | 0%            | 0%           |
| <b>OPERATOR BR 3</b>  | 0                | 0               | 0               | 0%            | 0%           |

|                              |      |
|------------------------------|------|
| TOTAL NO. EXAMS ADMINISTERED | 1    |
| TOTAL NO. EXAMS PASSED       | 1    |
| TOTAL NO. EXAMS FAILED       | 0    |
| TOTAL PERCENT PASSED         | 100% |
| TOTAL PERCENT FAILED         | 0%   |

**PSI  
 HAWAII PEST CONTROL EXAMINATIONS  
 EXAMINATIONS ADMINISTERED July 2024**

| <b>ADMINISTERED</b>                 |                  |                 |                 |               |              |
|-------------------------------------|------------------|-----------------|-----------------|---------------|--------------|
| <b>EXAM</b>                         | <b>NO. EXAMS</b> | <b>NO. FAIL</b> | <b>NO. PASS</b> | <b>% FAIL</b> | <b>%PASS</b> |
| <b>PART 1</b>                       | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 1</b>               | 1                | 1               | 0               | 100%          | 0%           |
| <b>OPERATOR BR 1</b>                | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 2</b>               | 2                | 0               | 2               | 0%            | 100%         |
| <b>OPERATOR BR 2</b>                | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 3</b>               | 4                | 2               | 2               | 50%           | 50%          |
| <b>OPERATOR BR 3</b>                | 0                | 0               | 0               | 0%            | 0%           |
| <b>TOTAL NO. EXAMS ADMINISTERED</b> |                  |                 |                 | <b>7</b>      |              |
| <b>TOTAL NO. EXAMS PASSED</b>       |                  |                 |                 | <b>4</b>      |              |
| <b>TOTAL NO. EXAMS FAILED</b>       |                  |                 |                 | <b>3</b>      |              |
| <b>TOTAL PERCENT PASSED</b>         |                  |                 |                 | <b>57.14%</b> |              |
| <b>TOTAL PERCENT FAILED</b>         |                  |                 |                 | <b>42.86%</b> |              |

**PSI  
 HAWAII PEST CONTROL EXAMINATIONS  
 EXAMINATIONS ADMINISTERED August 2024**

| <b>ADMINISTERED</b>                 |                  |                 |                 |               |              |
|-------------------------------------|------------------|-----------------|-----------------|---------------|--------------|
| <b>EXAM</b>                         | <b>NO. EXAMS</b> | <b>NO. FAIL</b> | <b>NO. PASS</b> | <b>% FAIL</b> | <b>%PASS</b> |
| <b>PART 1</b>                       | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 1</b>               | 0                | 0               | 0               | 0%            | 0%           |
| <b>OPERATOR BR 1</b>                | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 2</b>               | 2                | 0               | 2               | 0%            | 100%         |
| <b>OPERATOR BR 2</b>                | 0                | 0               | 0               | 0%            | 0%           |
| <b>FIELD REP BR 3</b>               | 3                | 1               | 2               | 33.33%        | 66.67%       |
| <b>OPERATOR BR 3</b>                | 0                | 0               | 0               | 0%            | 0%           |
| <b>TOTAL NO. EXAMS ADMINISTERED</b> |                  |                 |                 | <b>5</b>      |              |
| <b>TOTAL NO. EXAMS PASSED</b>       |                  |                 |                 | <b>4</b>      |              |
| <b>TOTAL NO. EXAMS FAILED</b>       |                  |                 |                 | <b>1</b>      |              |
| <b>TOTAL PERCENT PASSED</b>         |                  |                 |                 | <b>80.0%</b>  |              |
| <b>TOTAL PERCENT FAILED</b>         |                  |                 |                 | <b>20%</b>    |              |

Correspondence: a. Jonathan Montalbo, Aloha Termite Kauai Inc.

Executive Officer Green stated that Mr. Montalbo's inquiry asked if a pest control operator (PCO) Branch 2, General Pest, license is

required to perform pest control work to treat for the coconut rhinoceros beetle (“CRB”).

Dr. Tay stated that the CRB primarily targets trees, such as coconut trees and palm trees.

Mr. Lee and Mr. Montalbo agreed, and stated the CRB is primarily looking for live fibrous matter, such as new growth of palm trees.

Mr. Lee stated that there is an example of a coconut rhinoceros beetle falling onto the roof of a house from a palm tree, then entering the attic and eating through the ceiling and entering the household, which shows that the CRB could enter a structure.

Dr. Tay responded that, based on the CRB’s current behavior, entering a household would be an exception and not the norm, as the CRB does not appear to typically invade structures.

Mr. Lee opined that if a member of the public wishes to treat the structure for the CRB, then a pest control operator license is required to treat the structure.

After discussion, it was the consensus of the Board that a license is not required to treat the trees that the CRB is most likely to inhabit. However, a pest control operator Branch 2 license is required to treat a structure for the CRB.

b. Clinton Yamashita, Orkin, LLC

Executive Officer Green informed the Board of an inquiry received from Clinton Yamashita from Orkin, LLC.

She referred the Board to Hawaii Revised Statutes (“HRS”) section 460J-1:

“‘Pest control’ means, with respect to wood-destroying pests, or other pests which may invade households or other structures, including railroad cars, ships, docks, trucks, airplanes, or the contents thereof, the engaging in, offering to engage in, advertising for, soliciting, or performing the following for hire:

- (1) Identifying pests or infestations;
- (2) Making an inspection for the purpose of identifying or attempting to identify infestations of household or other structures by pests;
- (3) Making inspection reports, recommendations, estimates, and bids, whether oral or written, with respect to infestations; or

- (4) Making contracts, or submitting bids for, or the use of avicides, insecticides, pesticides, rodenticides, fumigants, or allied chemicals or substances, or mechanical devices, for the purpose of eliminating, exterminating, controlling, or preventing infestations of pests or organisms.”

Mr. Yamashita’s questions and the Board’s determinations are as follows:

Question 1: We have call centers outside of Hawaii. To what extent can the call center staff assist with phone inquiries?

After discussion, it was the consensus of the Board that unlicensed call center staff may perform administrative work, such as scheduling, billing, and taking messages.

Question 2: For new customers calling in and requesting information about our services, can someone outside of Hawaii give that person an estimate of what the cost would be and schedule an appointment for a licensed Hawaii Pest Control Operator to further engage with that person?

After discussion, it was the consensus of the Board that unlicensed call center staff may help a caller schedule an appointment for a licensed Hawaii Pest Control Operator to further engage with that person. Pursuant to section 460J-1, a Hawaii pest control operator or pest control field representative license is required in order to provide estimates (costs).

Question 3: Is someone outside of Hawaii allowed to answer the following questions from a caller: What would the cost be for Orkin to provide me pest control service at my home? What type of programs for pest control are available?”

After discussion, it was the consensus of the Board that a Hawaii pest control operator or pest control field representative license is required to answer the following questions from a caller: “What would the cost be for Orkin to provide me pest control service at my home?” or “What type of programs for pest control are available?” Pursuant to section 460J-1, a Hawaii pest control operator or pest control field representative license is required in order to provide recommendations and estimates (costs).

Applications:            a.     Pest Control Operator (“PCO”)

|    | <b>Applicant</b>   | <b>Branch(es)</b> |
|----|--|-------------------|
| 1. | Andrew Kim, PCO<br>Hawaii Pest Solutions, Inc., PCO-1216 / BR-2, 3 | 2, 3 - APPROVED   |
| 2. | Aileen Ines<br>American Fumigation Services, LLC, PCO-1595 / BR-1  | 1 - DEFERRED      |
| 3. | Armelio Cabatingan, RME<br>Ecolab, Inc., PCO-640 / BR-1, 2, 3      | 2 - DEFERRED      |

b.     Pest Control Field Representative (“PCFR”)

|    | <b>Applicant</b>   | <b>Branch(es)</b>   |
|----|--|---|
| 1. | Chad Land<br>Rentokil North America, Inc., PCO-1620 / BR-1, 2, 3 | 1, 2, 3 – APPROVED,<br>PENDING<br>ADDITIONAL<br>DOCUMENTATION |

c.     With Exam Ratifications

|    | <b>Applicant</b>   | <b>Branch(es)</b> |
|----|--|-------------------|
| 1. | Prospero Donato, PCFR<br>Orkin, LLC, PCO-1349 / BR-1, 2, 3                 | 2, 3              |
| 2. | Rebecca London, PCFR<br>Orkin, LLC, PCO-1349 / BR-1, 2, 3                  | 2                 |
| 3. | Julian Valdez, PCFR<br>Rentokil North America, Inc., PCO-1620 / BR-1, 2, 3 | 2                 |

d.     Without Exam Ratifications

|    | <b>Applicant</b>  | <b>Branch(es)</b> |
|----|---|-------------------|
| 4. | 808 Pest Exterminator, LLC<br>Tyler Mayekawa, RME, PCO-1769 / BR-2                          | 2                 |
| 5. | Patrick Whang, PCFR-695<br>Reactivation<br>Aloha Termite Kauai, Inc., PCO-1118 / BR-1, 2, 3 | 2, 3              |

e.     Trade Name Approval

|    | <b>Trade Name / Licensee</b>   |          |
|----|--|----------|
| 1. | Terminix<br>Rentokil North America, Inc., PCO-1620 / BR-1, 2, 3                | APPROVED |
| 2. | Kona Coast Pest Control<br>Rentokil North America, Inc., PCO-1620 / BR-1, 2, 3 | APPROVED |

|    |   |          |
|----|---|----------|
| 3. | Terminix Commercial Hawaii<br>Rentokil North America, Inc., PCO-1620 / BR-1, 2, 3   | APPROVED |
| 4. | Sandwich Isle Pest Solutions<br>Rentokil North America, Inc., PCO-1620 / BR-1, 2, 3 | APPROVED |

It was motioned by Mr. Takeshima, seconded by Mr. Montalbo, and unanimously carried by the majority to approve, defer, deny, or ratify applications and tradenames as noted above, with Mr. Montalbo recusing himself from the application for Patrick Whang, PCFR-695, and Vice Chairperson Manago recusing himself from the application of Andrew Kim.

Election of Officers:

a. Chairperson

It was moved by Mr. Montalbo, seconded by Mr. Lee, and unanimously carried to elect Terrence Manago as Chairperson.

b. Vice Chairperson

It was moved by Mr. Montalbo, seconded by Mr. Lee, and unanimously carried to elect William Lee as Vice Chairperson.

Announcements:

a. Next Meeting:

TBD  
2:00 p.m.  
King Kalakaua Conference Room  
King Kalakaua Building  
335 Merchant Street, First Floor  
Honolulu, Hawaii 96813

Adjournment:

There being no further business to discuss, the meeting adjourned at 3:03 p.m.

Reviewed and Approved by:

/s/ Lei Ana Green  
Lei Ana Green  
Executive Officer

Taken and recorded by:

/s/ Marc Yoshimura  
Marc Yoshimura  
Secretary

LG:my

10/20/24

[ ] Minutes approved as is.

[ ] Minutes approved with changes, see minutes of \_\_\_\_\_.