

The

# ADVOCATE



A Publication of the Missouri Pest Management Association

## FROM THE PRESIDENT



Happy summer to all of you hard working pest management professionals. We are about halfway through our busy season; hopefully everyone is meeting all of their goals for the year. During this time of year it is important to keep in mind the long days that your technicians put in and make sure they know they are appreciated. Take time to thank them.

As well as letting your technicians know how important they are to you and your business, it is also imperative to remember how valuable our customers are to us. It is advisable to always listen to them and not promise more than we are able to deliver. You need to let them know they can trust you to do what you say you will do.

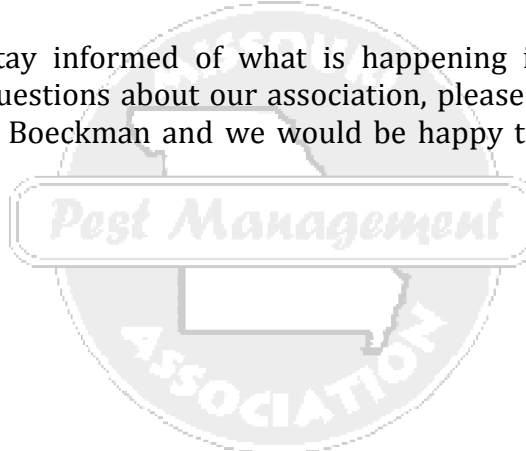
It's time to renew your membership with MPMA. If you have not received a dues request, one can be found in this issue of the Advocate. There are a lot of volunteers that contribute their time and energy to make this association what it is and rely on companies like you to help make a difference. If you are reading this issue, than you are one of those companies and we appreciate your support.

I encourage everyone to stay informed of what is happening in our industry. If you have any questions about our association, please get in touch with myself or Sandy Boeckman and we would be happy to help you in any way that we can.

Sincerely,

**Jeremiah**

Jeremiah Ryden  
MPMA President

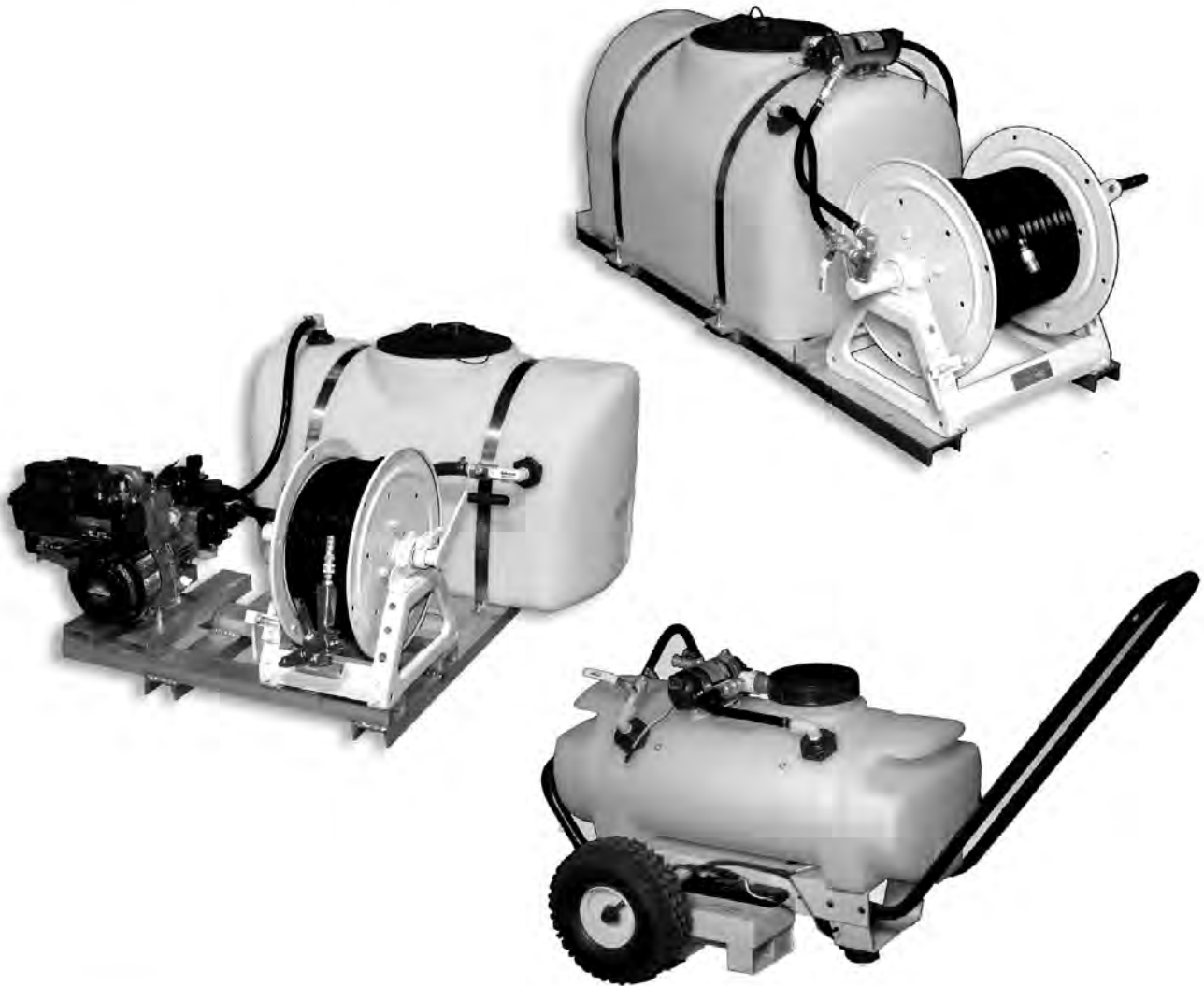


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**NEWSLETTER OF THE MISSOURI PEST MANAGEMENT ASSOCIATION**

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**Content & Editorial Policy**

News and items and/or letters pertaining to the Pest Management profession are welcomed. The editor has the right to edit or reject all material received. An address and telephone number where the writer may be reached during normal business hours should also be included for verification purposes.

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No responsibility is assumed for errors, misquotes or deletions as to this publication's content.

**Distribution Changes**

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**Address & Other Changes**

Notify MPM is you change your address or company name. Write to MPMA, PO Box 1463, Jefferson City, MO 65102 or call 800-848-6722.

Postmaster: Send address changes to: PO Box 1463, Jefferson City, MO 65102.

**CALENDAR OF EVENTS**

**2014**

August 14-15	<b>Board Meeting</b> <i>MPMA Office</i> <i>Jefferson City, MO</i>  <b>Golf Tournament Fund-Raiser</b> <i>Railwood Golf Course</i>  <b>Recertification</b> <i>Capitol Plaza Hotel</i> <i>Jefferson City, MO</i>
October 10	<b>Board Meeting</b> <i>MPMA Office</i> <i>Jefferson City, MO</i>
October 21-24	<b>Pest World 2014</b> <i>Orlando, Florida</i>
November 13-14	<b>Annual Conference and Exposition</b> <i>Hilton Branson Convention Center Hotel</i> <i>Branson, MO</i>



# NPMA Legislative Day Report

March 9-13, 2014

I would like to thank the association for allowing me to represent MPMA in Washington, D.C. Here are the highlights of the conferences and my trip to the "Hill".

## **PROFESSIONAL WOMEN IN PEST MANAGEMENT (PWIMP)**

PWIMP will continue to sponsor safety programs at special events like Legislative Day, Academy, and Pest World. This year, Marie Horner, Terminix and Shay Runion, Arrow Exterminators presented the program: Developing a Safety & Health Program For Your Company. At the Academy, July 2014, PWIMP will repeat the self defense program that was presented last year. The self defense program was so popular, PWIMP thought that more attendees would join into the "physical involvement" this July. For Pest World 2014, PWIMP plans to schedule the 5k Run on Friday at the Disney World Dolphin Resort.

PWIMP reported that NPMA has some new videos that will assist PMPs in hiring employees. Additionally, driving safety tips were discussed. For example, some companies have drive "cams" in their vehicles. Others have cell blockers which prevent cell phone calls when the vehicle is in "drive". Another safety suggestion was to have employees post pictures of why they want to get home every night in the vehicles.

## **STATE ASSOCIATION LEADERSHIP FORUM**

The State Association Leadership Forum covered the 14 Money Saving Tips For Meeting Planning, member retention, and small association marketing. Let's start with the 14 Money Saving Tips. Since companies and organizations are pinching pennies where ever possible, face to face encounters at meetings should be an integral part of our association's overall strategy.

TIP#1 - Determine the type of event your want to have.

Breakfast, all day, multi-day, seminar, workshop, webinar.

Set goals and objectives that are specific and measurable.

Educational, entertaining, solve problems, boost general revenue, or both

TIP #2 - Choose Location Wisely (in Missouri)

1<sup>st</sup> Tier Cities- St. Louis, Kansas City

2<sup>nd</sup> Tier Cities-Columbia, Branson, Lake of the Ozarks

Union Venues vs. Non Union Venues-The unions create higher labor costs, minimums, and increased rules and regulations.

Alternate Venues-Member Company facility, University setting, Public Library

Do your research and check on rates and past occupancy rates. Talk to Convention and Visitor Bureau, meeting management firm, industrial partner

TIP #3 - Create and Manage Your Budget

Build in a small percentage to handle unforeseen contingencies.

TIP #4 - Be Flexible About the Dates

Some hotels give discounts for a 2-3 year commitment. Ask for help creating events that fit your budget.

TIP #5 - (Almost) Everything is Negotiable

TIP #6 - Champagne Events on a Beer Budget

Food and beverage can make or break a meeting.

Look for Venues that have -in house- food and beverage operations.

Purchase beverages by the gallon instead of person.

Ask Venue to serve in 6 oz. cups instead of 8 oz. cups.

Order pastries by the dozen.

## NPMA Legislative Day Report *continued*

Sell bottles of water as a sponsorship to connect with customers  
Serve lunch or appetizers instead of a sit down dinner. Serve dessert and coffee for breaks.  
Monitor coffee refills minute before a break ends.

### TIP #7 - Star Power On a Budget

A big name can break a budget.  
Go local or hire the big name if they are travelling near your area.  
Use speakers that bring something extra to the event. Allow speaker to connect with attendees and follow up. Allow Book sales on site. Get a sponsor to pay for speaker and barter. Create a webinar.

### TIP #8 - Online Registration

Use the NPMA network to find speakers. Use NPMA people because their services are free!  
There are 200 web based meeting registration programs. Such as Pass Key and Reglink. Link the hotel reservation with the conference registration.

### TIP #10 - Use more Volunteers.

Save on labor. Train them and have tip sheets or check lists. Share expectations and praise volunteers.

### TIP #11 - Design on a Dime

Decorations are real budget busters.  
Use computer monitors to change decorations.

### TIP #12 - Use Electronic Handouts.

Electronic handouts are good for long technical material. Send emails instead of snail mail. Use mobile apps.

### TIP #13 - Can you Absolutely Positively Get It There For Less?

Shipping from site to site- schedule deliveries and pick up during business hours.

### TIP #14 - Remember Return On Investment (ROI).

Some times the hardest part is convincing bosses it's worth it.

FINAL THOUGHTS-CONSIDER HIRING A MEETING PROFESSIONAL  
Acholewinski @ nmevents.com

### **LEGISLATIVE DAY PROGRAM**

The Legislative Day Program covered bee health, the Endangered Species Act, Sulfuryl Fluoride's retention of food tolerances, and the USDA's agreement concerning the PESTT Act.

Bee Health- Pollinator Health Background- The US public has the opinion that the pollinator population is in decline. Although 6 million bee colonies existed in 1947, the number of colonies has reduced to 2.5 million in 2012. The numbers have leveled off since 1996. Each winter, the hive loss is 30%. Then the summer reproduction brings the total number to 100% by November. The factors that cause bee decline are:

Disease/ parasites	Fungi	Bacteria/Viruses
Agricultural practices	Urbanization	Bee Management
Bee Nutrition	Pesticides	

Pesticides are not the main reason for the decline in bee numbers. Agricultural practices equals the lack of cultural spaces for bees. Some specific crops are requiring a higher bee population. For example, 800,000 acres of almond trees need 1.6 million bees.(bee hives?). The travelling bee hives eat high fructose syrup. These are the honey bees

(Continued on page 6)

## NPMA Legislative Day Report *continued*

that are transported across the country to pollinate the farmers' crops.

Pollinator Protection actions-the PPDC

1. The PPDC Work Group prepared a risk assessment to investigate bee kills. The National Stakeholder Conference on honey bee health discussed methods to reduce dust creation during planting of treated seed. Federal and state governments are collaborating nationwide.

Recent EPA Actions include:

1. Reviewing the registration of all neonicotinoid pesticides.
2. Held a bee summit in March 2013.
3. Chemical manufacturers are replacing talc as a lubricant to plant seed. The talc is abrasive and removes the protective coating that covers the neonicotinoid product on the seeds. Preventing this abrasion will stop the bees' access to the neonicotinoid and reduce accidental contact.
4. A bee advisory box will be added to the neonicotinoid labels. This box will state: Do not apply while bees are foraging. Do not apply to plants that are flowering. Only apply after all flower petals have fallen off.

The varao mite appears to be the culprit for the winter losses in the United States. The Neonicotinoids are applied throughout Australia without the winter loss to bees. Fortunately, varao mites do not exist in Australia.

Endangered Species Act: Due to two mega lawsuits, the EPA is reviewing 750 pesticide registration cases concerning 1100 active ingredients and sharing this information with Fish and Wildlife Service (Dept. of Interior). This sharing of information was originally supposed to have occurred before any pesticide label **was registered!** EPA must complete the first 15 year cycle by October 1, 2022. It takes 5-7 years to review one registration.

Here is the process for the review:

**FOCUS MEETING→OPEN DOCKET→PRELIMINARY RISK ASSESSMENT→FINAL RISK ASSESSMENT & PROPOSED DECISION→FINAL DECISION**

To streamline the review, some companies may remove a product use that is not really done. In March 2014, 450 registration review cases are on the docket, 400 cases are beyond the final work plan, and 85 decisions have been completed. The cost to complete this review is \$470 million/year for 10 years.

### **WHAT WE ACCOMPLISHED ON THE HILL**

First, we thanked the Congressional members for their vote on the Farm Bill. This vote retained the food uses for Sulfuryl Fluoride and overturned the Administrative Order by EPA. From last year's Legislative Day Request, Senators Blunt and McCaskill voted yes.; Congress men and Congresswomen, Smith, Graves, Leutekemeyer, Wagner, Long, Hartzler, and Cleaver voted yes while Clay did not vote.

We also thanked the Congressmen and Congresswomen for their support of the Pest Elimination Services Transparency and Terminology Act (PESTT). Both Vicky Harzler and Billie Long Co-Sponsored the PESST Act. Their positive actions enabled NPMA to negotiate a deal with the USDA to stop them from competing with the pest management industry on rodent control services. Before this agreement, companies like ADM in Peoria, Illinois, hired the USDA to trap animals around their plant.

After thanking the legislators for past support, we talked about our concerns for bee health. We discussed the many factors that could contribute to their decline, such as disease, fungi, bacteria, viruses, parasites (varao mites), agricultural practices, bee management, nutrition, and pesticides. We emphasized that PMP's used bee keepers to control honey bees. Unfortunately, PMPs treat only the honey bees that bee keepers won't capture. Furthermore, we stated that banning neonicotinoid pesticides may not have a positive effect on honey bees! In fact, we asked Members

*(Continued on page 7)*

# NPMA Legislative Day Report *continued*

of Congress to withhold support from measures that unfairly blame pesticides for the decline of bee health. Furthermore, the Missouri delegation urged Members to join the Congressional Pollinator Protection Caucus (CP2C), a bipartisan group dedicated to protecting pollinators and their habitat.

## RESULTS ON THE HILL

### SENATORS


### BEE HEALTH

- Blunt Will withhold support that unfairly blames pesticides
- McCaskill May withhold support that unfairly blames pesticides.

### MEMBERS OF CONGRESS

- Wagner Bee legislation won't come up. She will look into joining the CP2C Caucus.
- Long He will stop bee legislation and look into joining the CP2C caucus. (The TSCA revision hasn't passed hearing.)
- Graves He will stop bee legislation and look into joining the CP2C caucus.
- Hartzler She supports bee research. Ms. Hartzler will watch the situation and follow the best available science to balance with environmental groups. The Ag Committee will mark up the bill HR-935 (The Regulation Burdens Act?) on Thursday, March 20<sup>th</sup>.
- Clay Wants common sense environmental legislation. Make sure it is effective. He is not sure about the CP2C Caucus. He will keep an eye on it and listen to our side.
- Leutekemeyer One same page with NPMA. Trey McKenzie, our contact, would be surprised if Congressman Leutekemeyer would support the ban of neonicotinoids. May join caucus. Mr. McKenzie majored in environmental science and wants to start an aviary.
- Cleaver Will look into bee legislation and wants to protect the bees.
- Smith He will stop measures that blame pesticides for the decline in bee health.



 To Live Knot with Best Wishes,  
*Jason Smith* Congressman Jason Smith  
 Missouri's Eighth Congressional District



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# Missouri State Capitol Report

*Mike Bernskoetter, State Representative 59th District*

In what seemed like the blink of an eye the 2014 legislative session came and went as the gavel dropped for the final time on the evening of Friday, May 16. While the four-and-a-half months of session went by in a blur, the whirlwind of activity produced a large number of highly-beneficial bills for the people of our great state. From a veto override to cut the income tax for the first time in nearly a century to a balanced budget that makes a record investment in education to a much-needed overhaul of our state's criminal code; the legislature was extremely productive in its work for the people of Missouri.



Last week, on Monday afternoon, my brother, Jim, nephew, Nick and niece, Kylie came to visit me and observe the House of Representatives at work.

I am proud to have been part of many of these monumental steps forward that will make our great state even greater. Over the next few reports I will do my best to cover many of the most important bills approved this session. For this report I will touch on some of the key items that made it across the finish line in the final week.

In the final days of session we approved House Joint Resolution 90, a measure that would give Missourians the opportunity to approve an early voting period before each Election Day. As we have seen voter turnout rates continue to be less than ideal, discussions have turned to ways to

make it easier for people to vote. While our state does allow voters to cast absentee ballots in certain cases, such as when they will be out of town on the day of election, we do not currently have a no-excuse voting period

If approved by voters, the proposed constitutional amendment would establish an early voting period of six days leading up to the Wednesday before the election. The period would not include Saturday or Sunday. The amendment would allow no-excuse absentee voting during that period of time, and in-person early voting would take place during the regular business hours of the local election authority.

The goal with this change is to provide voters with additional opportunities to vote but also to do it in a way that does not drive up costs for our local election authorities. Now Missouri voters will have the opportunity to decide if this is the right change for our state when they go to the ballot in November of this year.

When we talk about issues important to promoting continued economic growth in our state there is little doubt that our transportation infrastructure is one of our most vital components. Having well-maintained roads and bridges is extremely important for commerce, as well as for the day-to-day travel we all find necessary. But even though most Missourians would agree our system of transportation is extremely important, it has been a difficult challenge to find the money necessary to fund the needed maintenance and improvements.

Consider that just a few years ago our transportation department had approximately \$1.3 billion to spend on transportation projects and that

number has now dropped by more than \$600 million and is set to fall by another \$360 million by 2017. The high water mark for funding was the product of a bond issuance as well as an uptick in federal funding. With those revenue sources now greatly diminished, it has become obvious that our state transportation department is on the verge of a true funding crisis. It's a crisis that could lead to many road projects being ignored and only the most basic maintenance being performed.

Rather than divert money away from other state services, my colleagues and I in the legislature opted to give voters the opportunity to decide how we should move forward with funding for transportation. House Joint Resolution 68, the constitutional amendment we approved, and that now requires voter approval, would generate more than \$530 million annually for our state's many important transportation projects. The money would be generated by increasing the state sales tax by three quarters of a cent beginning in 2015 and would stay in effect for a period of 10 years. Of the funds produced from the tax, 90 percent would go to state projects and 10 percent would go to cities and counties for their transportation projects.

Again, the important thing to keep in mind on this issue is that you will have the opportunity to decide if paying more in sales tax is the right path to avert the funding crisis our transportation department is about to face. This proposed change to the Missouri Constitution will appear on the November ballot this year. It will be up to all of us to decide if this is the right option for Missouri to maintain and improve its system of transportation in the years to come.

*(Continued on page 11)*

## Missouri State Capitol Report *continued*

Another bill passed in the final days of session is a strongly pro-life measure meant to protect the lives of the unborn. House Bills 1307 & 1313 would require a woman to take additional time to consider her decision before obtaining an abortion.



Last week, Wednesday afternoon, my wonderful wife, Jeannette, brought our niece and nephew, Megan and Robbie Crader, to visit me and observe the House of Representatives in session. They arrived while we were recessed for a late lunch and got to hang out in my office for a bit before going down to the House Floor with me.

Currently, Missouri requires a 24-hour waiting period between the time a woman seeks her first consultation and exam from a physician and the time she returns to undergo an abortion procedure. The legislation we passed would lengthen the waiting period to 72 hours, which will give the woman additional time to consider her decision and consult with those close to her.

This is a bill I support because I believe it gives a potential mother some additional time to think about this life-altering decision and to talk to family and friends who can help provide support during what is undoubtedly a difficult and emotional time. When we engage in discussions on the floor about pro-life legislation, opponents inevitably claim it will

infringe on the rights of the woman. Our goal with this bill is not to infringe on the rights of the potential mother but to balance her rights with those of the unborn child. We are not denying the mother her rights, but simply asking her to give more thought before making a decision that she may later regret.

This bill is now headed to the governor's desk for his consideration. Already he has indicated he may veto the bill. If he does, we have bipartisan super majorities in both chambers that would be likely to override his veto.

If you are interested in any bill that may be of importance or concern to you please follow this link <http://www.house.mo.gov/billcentral.aspx?pid=26>. This link takes you to the bill search page where you can type in the bill number or keyword and access all information relating to any bills that have been filed in either the House or Senate and the final status of the bills. If the bill has been Truly Agreed To and Finally Passed then it will move on to the Governor.

The Appropriation (Budget) Bills and the bills Truly Agreed To and Finally Passed during the last week of session will be signed by the Speaker of the House and the President Pro Tem of the Senate on Friday, May 30, 2014. The Governor has forty-five days from that date to exercise one of the following four options:

1. Sign the bill, making it become part of Missouri law.
2. Veto the bill. In this case, the bill is returned to the General Assembly where a two-thirds vote of both houses is required to override the veto.
3. Not sign the bill. Should the Governor take no action within the prescribed time, the bill goes to the Secretary of State, who then

enrolls the bill as an authentic act. It then becomes law.

4. Veto line-items in an appropriation bill. On appropriation bills only, the Governor may choose to veto selected items within the bill. The General Assembly may override this veto by a two-thirds majority of both houses.

The Governor uses number 1, 2, and 4 (above) through July 14, 2014. Any bill not acted on by method 1, 2 or 4 by that time falls under number 3 above.

If you have any questions or concerns relating to legislation or any issue regarding state government please do not hesitate to contact my office.

It is a privilege to serve as your State Representative. I truly appreciate the voters in the 59<sup>th</sup> District allowing me the opportunity to serve them in the Missouri House of Representatives.

Thank you!

Please contact me at:  
 201 West Capitol Avenue, Room 414  
 Jefferson City, MO 65101  
 573-751-0665  
[mike.bernskoetter@house.mo.gov](mailto:mike.bernskoetter@house.mo.gov)

## Conflicting Messages

By Lloyd Merritt Smigel

When the boss says to keep your desk clean and his is a mess – You might have a problem.

There's an old saying that goes something like this; "Your actions speak so loudly – I can't hear your words."

In the past, I can tell you that my desk, during the day, might be a bit messy but it is cleaned off every evening and set for the next day or week.

Another conflict is when you promise someone something and forget about it -- it's O.K., But THEY can't do that to you.

How about "Keep your trucks clean." And yours is a mess.

The old "Don't do what I do – do as I tell you." Is another conflicting message.

We have no money for raises, but check out my new car.

Or "Times are tough." – Want to see some pictures of my family's European Vacation?

If any of these sound familiar – you may have some personnel problems.

"Hey – it's MY business so shut up!"

This kind of attitude is great for creating turnover. We try to hire good people who can think and then we tell them NOT to think and to shut up. Another Mixed Message.

The repercussions of this is also devastating.

So where's the balance?

The balance is defined by the company itself. Very few winning teams rise to the top without a coach to direct them. Much like a company.

Setting goals and seeing that those goals are met is the function of the owner/managers.

Strategy is supposed to be the number one responsibility of the Corporate Leader.

...and yet, I see little time given to that subject.

A company that I am working for has many many relatives working within the company. We finally reached the point where we have a written Organizational Chart for the present and another one for TWO YEARS from now.

We all have Job Descriptions and are now working on future job descriptions. Then we develop personnel to replace where we are with people who want to advance so that we can move into new, more responsible positions. This is strategy.

Many owner/managers spend their time reacting, not planning.

They do the same things over and over and over. Keep replacing people who won't listen, can't learn, can't read a label, can't think for themselves, etc. etc.

Who hired these people? Who trained them?


As the company gets bigger, the

My point is that a leader has to walk the walk and exemplify his or her messages. Just talking the talk is a bunch of bull. (Short for Bulloney?)

Then there's the other side of the pendulum. When the boss is out there doing service all day putting in enormous hours from early morning to late at night and weekends. "If I can do it – so can you!" is the message.

Of course, this person is rarely available for direction – they're too busy.

**Change in the economy means we have to work SMARTER not HARDER!**



Lloyd Merritt Smigel

Our economy has changed and we have to change with it. I am still involved with the Discovery retreats, which are designed to help you make the necessary changes to advance in this economy not just stay afloat or be happy to make payroll.

It is time for YOU to invest in YOU and LEARN what you need to know to establish a PLAN to move forward.

*If you stand still, you will be trampled to death.*

Call Terry NOW for consulting information and to order Lloyd's latest book, **Bug People to Business People** at (760) 751-0336 or email: [terrycare@att.net](mailto:terrycare@att.net)

For Retreat information, please contact Dena at (706) 941-8140



[www.lloydsmigel.com](http://www.lloydsmigel.com)

(Continued on page 13)

# April Proclaimed as Pest Management Month



Above: Members and staff of MPMA attended the proclamation signing with Governor Jay Nixon on April 28th. Pictured from left are Jeannette Bernskoetter, Mitch Clevenger, Sandy Boeckman, Jeremiah Ryden, Governor Jay Nixon, Mike Bernskoetter, Abi Padgett and Steve Arenz.

## Conflicting continued

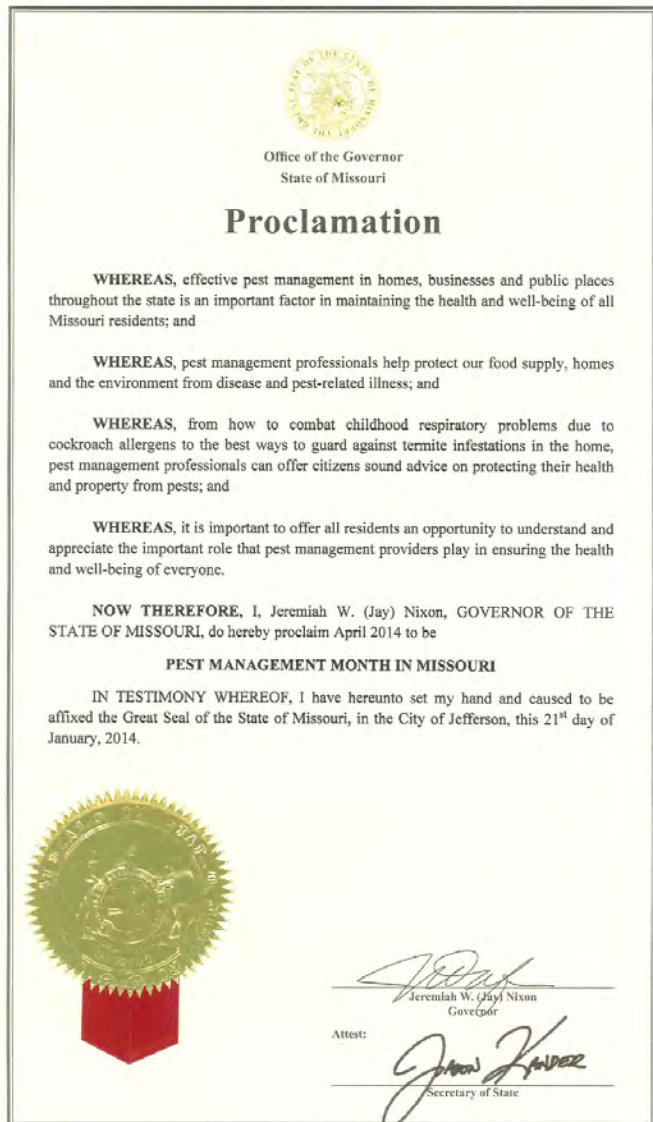
strategy must change with it – which means that the Leadership must change as well -- and therein lies the problem.

Many of the Owners/Managers find it difficult to change and some just refuse to change.

Without change comes decay and chaos.

Those company leaders who change with the times – grow with the changes. They adjust to the situations that they face. When the economy changes – so do they. When the workforce changes – so do they. They are flexible, not weak. Like a palm tree in a hurricane, they bend to survive.

They don't SOMETIMES bend and SOMETIMES not bend. Those conflicting messages will eventually break your back. Learn to be flexible and deal with changes.



# Annual Conference and Exposition

November 13-14, 2014 ~ Hilton Branson Convention Center Hotel ~ Branson, MO

## Wednesday, November 12, 2014

5:00 - 6:00 pm Exhibitor Set up

5:30 pm MPMA Board Meeting

## Thursday, November 13, 2014

7:00 - 8:00 am Registration and Continental Breakfast with Exhibitors

7:30-8:30 am Past President's Breakfast with Board Members

8:30 am - 1:00 pm ACE Training

9:00 - 11:00 am **"Realistic Bed Bug Control"**

*Speaker: Dr. Dini Miller, Virginia Tech, College of Agriculture and Life Sciences*

11:00 - 12:00 noon Vender Update in Exhibit Hall

12:00 noon Luncheon with Exhibitors

*Speaker: Mayor Raeanne Presley, Branson Mayor*

1:00 - 2:00 pm **"Wood Destroying Insects - Beetles, Ants and Bees"**

*Speaker: Dr. Roger Gold, Texas A&M University, Department of Entomology*

2:00 - 3:00 pm **"Invasive Species in Urban Environments"**

*Speaker: Dr. Roger Gold, Texas A&M University, Department of Entomology*

3:00 - 4:00 pm NPMA Update

4:00 pm Missouri Pest Management Association Annual Meeting

4:30 - 5:30 pm Cocktail Reception with Exhibitors

## Friday, November 14, 2014

7:00 am Registration and Continental Breakfast with Exhibitors

8:00 - 9:00 am **"German Cockroach Management"**

*Speaker: Dr. Dini Miller, Virginia Tech, College of Agriculture and Life Sciences*

9:00 - 10:00 am **"Rodents"**

*Speaker: Sarah Knilans, Bell Labs*

10:00 - 10:30 am Break to View Exhibits

10:30 - 11:30 am **"Termites"**

*Speaker: Dr. Roger Gold, Texas A&M University, Department of Entomology*

11:30 - 12:30 pm **"Safety, Labels and Equipment Maintenance"**

*Speaker: Tommy Reeves, Oldham Chemicals*

12:30 - 1:00 pm Luncheon

1:00 - 2:00 pm **"Perimeter Pests and Treatments"**

*Speaker: Dr. Cisse Spragins, Rockwell Labs Ltd.*

2:00 - 3:00 pm **"Ants"**

*Speaker: Arnold Ramsey, FMC*

3:00 - 3:30 pm Break

3:30 - 4:30 pm **"Roaches"**

*Speaker: Arnold Ramsey, FMC*

4:30 - 5:00 pm Missouri Department of Agriculture

*Speaker: TBD*





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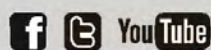
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# A Week in Review-5 Things You Need to Know this Friday

## An NPMA Issue Update

### 1.) NPMA and State

#### Regulators Host EPA for Termite and Pollinator Workshops

This week more than 50 employees from EPA and state lead agencies attended educational workshops at the NPMA office to gain firsthand experience on how our industry plays a vital part in protecting public health and property from destructive and unwanted pests. Marcia Duke, Jim Fredericks, Bennett Jordan, and Bob Rosenberg gave presentations and hands on training for those in attendance. NPMA is in the early stages of planning fumigation training for EPA employees and state regulators later this year.

### 2.) Pollinator Efforts

NPMA Continues to take an aggressive and proactive approach to support pollinator protection initiatives while working closely with members and stakeholders on a number of fronts. Recent activities include:

- A. NPMA staff met this week with executive leadership at CropLife America to discuss pollinator issues and ways to partner and work more closely moving forward on this important issue.
- B. Next week is National Pollinator Week and we anticipate a flurry of activity including a potential announcement from the White House, Members of Congress and activist groups. In anticipation, NPMA has launched a pollinator website to better educate the public about bee health and has created resources for member companies. Communications will be sent out over the coming days with information on how to access these new association assets.

### 3.) NPMA Attends Rise Meetings

In an effort to enhance our relationship with allied industries

and continue to reach out to strategic coalition partners, a number of NPMA staff have attended events at the RISE (Responsible Industry for a Sound Environment) offices this week. These include:

- A. NPMA participated in the American Association of Pesticide Control Officials-Industry Stakeholder Group Committee meeting to discuss issues of mutual interests of state regulators and the industry.
- B. NPMA Staff attended the RISE Regulatory Affairs Committee meeting. The meeting focused on the dialogue between EPA and the specialty industry's registration actions; with so many of these actions affecting how these products are eventually used in the field. In attendance was the EPA's Registration Division Director and an EPA Branch Chief. We want to thank RISE for hosting these productive meetings.

### 4.) APHIS Fee Increases

NPMA facilitated the creation of a diverse industry coalition to respond to recently proposed U.S. Department of Agriculture Animal and Plant Health Inspection Service rulemakings that increase and establish new fees impacting fumigators. NPMA spearheaded a letter signed by 30 national associations requesting that APHIS extend the comment period for the rulemakings at least 60 days to allow more time to adequately analyze the impact of the proposals.

Signatories to the letter include the U.S. Chamber of Commerce, National Association of Manufacturers, National Grain and Feed Association, American

Trucking Associations, American Association of Port Authorities and the World Shipping Council. Attached are letters that were sent this morning requesting an extension to the comment period with NPMA and stakeholder signatures.

### 5.) This Week at SFIREG

As we reported last week, the SFIREG meeting took place Monday and Tuesday. (SFIREG is a committee comprised of state pesticide regulators that advises EPA on regulatory issues) Some of the topics:

- A. Fumigants: EPA publicly expressed an interest in training opportunities to learn more about residential and post-harvest fumigation (NPMA is working with ASPCRO and the principal residential and commercial fumigant manufacturers to develop training opportunities for EPA employees).
- B. Fumigant gas cartridges: EPA has completed registration review for inorganic nitrate—nitrite, carbon and carbon dioxide, and sulfur gas cartridges, which are used to control burrowing animals. The Agency determined that no human health risks of concern exist for these compounds, but did find the potential for adverse effects to a number of endangered species from gas cartridge use. EPA is developing mitigation to address the risk to a number of the endangered species. In most cases, the mitigation involves the use of Endangered Species Protection Bulletins.
- C. Pollinator Health: Many states are advocating strengthening apiary bureaus as they want to ensure when bee incidents are reported,

(Continued on page 17)



## A Week in Review *continued*

someone familiar with bees is first on the scene, managing the investigation and ensuring the root cause of bee deaths are identified. In addition, an issue paper on the conflict between the new risk mitigation measures for bees and statements already on the label is moving forward.

- D. Indoor Use of Outdoor Products: EPA is moving forward with developing sample protocols as well as thresholds and decontamination measures for the misuse of products.

### **Bonus: Continued Focus on Structural Fumigant Registration Review at EPA**

After meeting with EPA last week, the association continued to focus on fumigant registration review by meeting with several of the main stakeholder registrants. Everyone expects EPA to move to the next stage of the process -issuing data call-ins (DCIs) – very soon. Once these have been issued, NPMA will continue to partner with EPA and other stakeholders to ensure industry is aware of and involved in the review process.

As always feedback and comments are welcome at [publicpolicy@pestworld.org](mailto:publicpolicy@pestworld.org).



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# The Customer Service Experience

*Nancy Friedman, The Telephone Doctor*

We recently held a “BEST Customer Service Experience” contest. Having received hundreds of entries, it was a difficult choice, as you can imagine.

What we saw in every single entry was the ‘experience’ was given, or shall we say, delivered by a PERSON the entrant was involved with, not a company.

In other words, it was lucky for the entry person to have been helped by that person because another employee may not have had the same customer service mentality to deliver that same experience. Appears it’s not ‘who you know’ it’s ‘who you get.’

**FACT:** We all want to have our company be known for delivering a wonderful experience; however, that one bad apple story can, and usually does, destroy the entire relationship. It comes down to can and will all your employees deliver the all important customer service experience even when they are having a bad day?

Years ago we had a similar contest and at that time even Disney got nailed. Just one person who interacted with the visitor spoiled their whole experience in the land of happiness.

Here are a few excerpts from contestant’s stories who felt the person they interacted with ‘got it right’ and delivered the customer experience that lasted.

**Question:** Is this a company policy or a person’s mentality? You be the judge.

1. An employee locked up the store. All the other employees were gone. All the doors were locked. The CLOSED sign was on. All but one light was off. Deposit was ready to be made. He was tired from a 12 hour day and eager to get home to his family for dinner.

A woman knocked at the closed door and through the glass said, “I need help. Do you know anyone that could be open at this time to help me?”

I unlocked the front door and escorted her to my waiting room where I turned the TV back on and offered to make her some coffee. She declined the coffee. I was glad she did but wanted to offer anyway. I then opened one of my garage doors and flipped on the lights and restarted the compressor. I pulled her car in and was able to spot the injury to the tire and fix it for her. When all was finished she offered to pay and I told her no charge. At that point she of-

fered to tip me anyway and I refused. I just told her that from now on when she has any automotive needs, please come see me.

Two days later she brought me her next door neighbor that was in need of tires. I made her my customer as well. We ended up doing all the automotive and tire work on her car, her 2 son’s family cars, and of course her neighbors. She also brought us homemade cookies every Christmas.

2. Or how about the pilot who was eating some FroYo and overheard a passenger in the boarding area say (after seeing him eat the FroYo), “Man! I was hoping to get some of that before we got on!” 20 minutes later he showed up at my seat with some and 3 spoons for the boys and me to share. “You look like you had your hands full. Here you go!” A great experience, but...

Is that the policy of the airline? Or was it the customer service mentality of the person?

3. What about an office supply manager who got a call on her cell phone that a customer had left some materials at the store. The manager didn’t tell the customer, “I’m at home, come back tomorrow.” She left her home, drove back to the store and let the customer get the material she left there earlier in the day. “My pleasure” she told the customer.

So while it’s great to have a company philosophy of providing great customer service. It’s critically important to have the right people who know what a service mentality is.

###

*Nancy Friedman, president of Telephone Doctor, is a keynote speaker at association, franchise and corporate meetings. She is the author of eight books on customer service and sales, has appeared on Fox News, CNN, Oprah, and dozens of other radio and TV shows. You can talk with Nancy at 314-291-1012, email her at [nancy@telephonedoctor.com](mailto:nancy@telephonedoctor.com) or visit [www.nancyfriedman.com](http://www.nancyfriedman.com). See more at <http://www.nancyfriedman.com/is-it-the-company-or-the-person/#sthash.06PdvmYf.dpuf>*

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# USDA Provides \$8 Million to Help Boost Declining Honey Bee Population

*Five Midwest States Receive Additional Incentives to Establish Honey Bee Habitats*

WASHINGTON, June 20, 2014 – The U.S. Department of Agriculture (USDA), today announced \$8 million in Conservation Reserve Program (CRP) incentives for Michigan, Minnesota, North Dakota, South Dakota and Wisconsin farmers and ranchers who establish new habitats for declining honey bee populations. More than half of the commercially managed honey bees are in these five states during the summer. Today's announcement comes in addition to \$3 million USDA designated to the Midwest states to support bee populations earlier this year through the Natural Resources Conservation Service Environmental Quality Incentives Program.

"American agricultural production relies on having a healthy honey bee population," said Agriculture Secretary Tom Vilsack. "In recent years, factors such as diseases, parasites, pesticides or habitat loss have contributed to a significant decline in the honey bee population. This \$8 million is part of the Administration's ongoing strategy to reverse these trends and establish more plant habitat on Conservation Reserve Program lands to restore the bee population."

The new CRP pollinator initiative is designed to further enhance current CRP land, allowing it to provide better access to nutritious pollinator forage. The program allows for managing or replacing existing vegetation, known as 'covers', with lower cost, high nutrition seed mixes that can support distinct blooming cycles of plants that benefit pollinators. Honey bees, the pollinator workhorse of U.S. fruit and vegetable agriculture, will have more blooms from which to collect nectar and pollen to sustain and promote colony growth and honey production throughout the growing season. By assisting honey bees, the pollinator initiative helps USDA continue to secure the food

supply. More than \$15 billion worth of agricultural production, including over 130 fruits and vegetables, depend on the health and well-being of honey bees.

Now is a critical time for efforts to support honey bee populations. The honey bee population in the United States has been declining for decades. The number of managed U.S. honey bee colonies dropped from 6 million in 1947, to just 2.5 million today.

This week, President Obama issued a memorandum directing U.S. government agencies to take additional steps to protect and restore domestic populations of pollinators, including honey bees. Agriculture Secretary Tom Vilsack and Environmental Protection Agency (EPA) Administrator Gina McCarthy will co-chair a new Pollinator Health Task Force to focus federal efforts to conduct research and take action to help pollinators recover from population losses. This includes a public education campaign to teach people ways that they can help pollinators in their own homes or businesses.

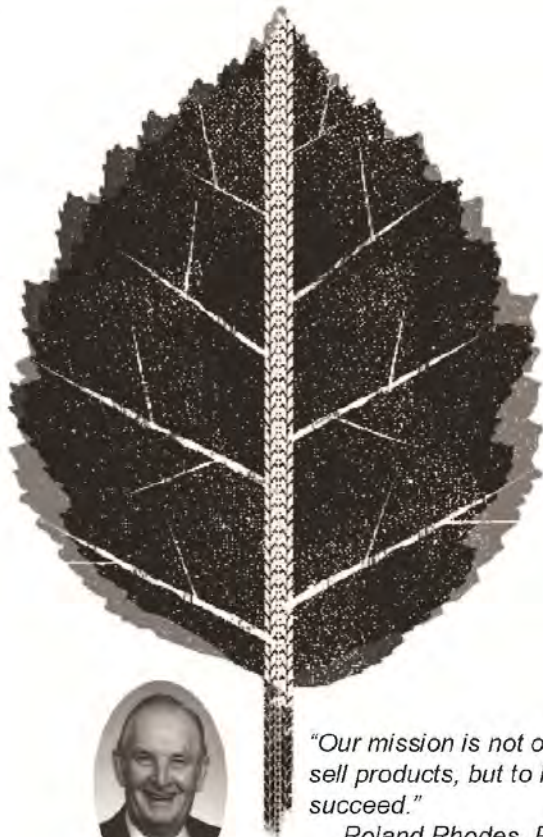
USDA is already actively pursuing solutions to the multiple problems affecting honey bee health. The Agricultural Research Service (ARS) maintains four laboratories across the country conducting research into all aspects of bee genetics, breeding, biology and physiology, with special focus on bee nutrition, control of pathogens and parasites, the effects of pesticide exposure and the interactions between each of these factors. The National Institute of Food and Agriculture (NIFA) supports bee research efforts through grants and research to Land Grant Universities. The Animal Plant Health Inspection Service (APHIS) conducts national honey bee pest and disease surveys and

provides border inspections to prevent new invasive bee pests from entering the U.S. The Farm Service Agency (FSA) and NRCS work on improved forage and habitat for bees through programs such as the Conservation Reserve Program (CRP) and EQIP. Additionally, the Economic Research Service (ERS) is currently examining the direct economic costs of the pollinator problem and the associated indirect economic impacts, and the National Agricultural Statistics Service (NASS) conducts limited surveys of honey production, number of colonies, price, and value of production which provide some data essential for research by the other agencies.

The CRP pollinator initiative, administered by the USDA Farm Service Agency (FSA), takes advantage of the new pollinator seed mixes developed by the USDA Natural Resources Conservation Service. FSA also recently announced the restart of continuous enrollments in CRP, including its Pollinator Habitat Initiative to enroll 100,000 acres of longer lasting meadows of high-quality native wildflowers that support honey bees, pollinators and other wildlife populations.

For more information about new the pollinator initiative in the five Midwestern states, the continuous enrollment in the Conservation Reserve Program, and the pollinator habitat initiative, agricultural producers are encouraged to contact their local FSA office or go online at [www.fsa.usda.gov](http://www.fsa.usda.gov).

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# **August Recertification & Golf Tournament Fundraiser**

**Capitol Plaza Hotel ~ Jefferson City, MO ~ August 14-15, 2014**

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For information about the August Recertification contact the MPMA Office at 573-761-5771/800-848-6722 or email [missouripest@aol.com](mailto:missouripest@aol.com).

## FMC Continues to Invest in Professional Pest Management: Expands Leadership Team, Leverages New Partnerships

*Five Midwest States Receive Additional Incentives to Establish Honey Bee Habitats*

**PHILADELPHIA, June 2014** – FMC Corporation continues to invest in the professional pest services market by naming Bethwyn Todd to a newly created, expanded role and bringing in Pramod Thota to lead FMC Professional Solutions (FPS), the business unit within FMC Agricultural Solutions serving the pest, turf and ornamental industries.

Todd's role includes leadership of FMC's new BioSolutions and Seed Treatment businesses while retaining executive oversight of FPS as global business director. Among other advantages, this position will allow Todd to leverage research and development of biologicals and other pest-fighting innovations across all business units. Thota, transitioning from the company's Corporate Development and Strategy Team, has been appointed director of FPS,

focusing on long-term growth, strategic alliances and new product development.

"We are certain these changes will bring greater focus to our emerging businesses and establish the right structure to deliver exceptional results," said Mark Douglas, president, FMC Agricultural Solutions.

Todd joined FMC in October 2010 as development and regulatory manager for FMC, Asia Pacific. In June 2012, she moved to the company's Philadelphia headquarters to assume the role of director, FMC Professional Solutions. In addition to leading growth initiatives, working with customers and distributors, and helping bring new products to market, she has been active in the company's global strategic alliance with Chr. Hansen, a leading biosciences company. FMC has

created an end-to-end biological platform that complements its traditional strengths in synthetic chemistries, and positions the company to be a future leader in biological plant protection.

Thota joins FMC Professional Solutions from the company's Corporate Development and Strategy Team, where he spent the last two years focusing on strategy, mergers and acquisitions (M&A) and global business development. Prior to FMC, Thota worked as a management consultant with Strategy& (formerly Booz & Company) and advised major chemical and energy companies on growth strategies, M&A and strategic business transformations. He holds a bachelor's degree and a master's degree in civil engineering as well as a master's of business administration from Duke University.

### Press Release

#### **J.T. Eaton Co., Inc. Announces the Addition of a Southeastern Regional Manager, Jessica Spak.**

**Twinsburg, Ohio, May 1, 2014:** J.T. Eaton is pleased to announce that Jessica Spak has joined the J.T. Eaton Pest Control Division as the Southeastern Regional Manager.

Jessica's years of experience in the pest control industry have been focused on both rodent control products and insecticides. Her education and background will be a valuable asset to J.T. Eaton and to her professional contacts in her territory which includes; Florida, Georgia, South Carolina, Alabama and Mississippi.

Jessica's career in the pest control industry has allowed her to see how pest control is an integral part of maintaining safe, healthy and successful communities. Her world-wide travel experiences for the pest control industry give her a global perspective that will benefit her Distributor Partners, Key Accounts, and Pest Management Professionals in the Southeastern Region of the U.S. In addition to being well-educated in pest control matters, she also received her Master's Degree in Integrated Marketing Communications from the School of Journalism at Drake University.

"Jessica's knowledge, combined with her level of energy and her passion for the industry, makes her a great addition to our already outstanding team" says Craig Velte, National Sales Manager.

For more information on FMC personnel and products, visit [www.fmcprofessionalsolutions.com](http://www.fmcprofessionalsolutions.com).

#### **About FMC Corporation**

*FMC Corporation is a diversified chemical company serving agricultural, industrial, environmental, and consumer markets globally for more than a century with innovative solutions, applications and quality products. In 2013, FMC had annual sales of approximately \$3.9 billion. The company employs approximately 5,600 people throughout the world, and operates its businesses in three segments: FMC Agricultural Solutions, FMC Health and Nutrition, and FMC Minerals. For more information, visit [www.FMC.com](http://www.FMC.com).*

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## **NPMA Announces Results of 2014-15 Board Election**

Fairfax, Va. (April 21, 2014) -The National Pest Management Association (NPMA) announced today the results of its annual board of director elections.

- Billy Tesh (Pest Management Systems, Inc., Greensboro, N.C.) will serve as President.
- H. Russell Ives (Rose Pest Solutions, Troy, Mich.) will serve as President-Elect.
- Chuck Tindol (Allgood Pest Solutions, Duluth, Ga.) will serve as Treasurer.
- J. Bryan Cooksey III (McCall Service, Inc., Jacksonville, Fla.) will serve as Secretary.

"I am pleased to be selected as the association president by my industry peers," stated Billy Tesh. "I look forward to working with my colleagues to continue to promote the general interest and welfare of the pest management industry, as well as reinforce the value of pest management in protecting public health and property."

Each of the newly elected directors will begin their term of office on July 1, 2014 and will serve until June 30, 2016. New members of the Board of Directors include:

- Past President Representative: Raleigh Jenkins (ABC Home and Commercial Services, Houston, Texas)
- At Large Director: Ben Walker (Gregory Pest Solutions, Greenville, S.C. )
- At Large Director: Michael Botha (Sandwich Isle Pest Solutions, Pearl City, Hawaii)
- At Large Director: Cleveland Dixon (Holiday Termite & Pest Control, Springfield, Va.)
- At Large Director: Chris McCloud (McCloud Services, South Elgin, Ill.)
- At Large Director: Emily Thomas (Arrow Exterminators, Atlanta, Ga.)
- Region 2 Director: Court Parker (Bug Busters, Inc., Chattanooga, Tenn.)
- Region 3 Director: Richard Kesecker (Good Earth Pest Company, Corvallis, Ore.)

These individuals join the current NPMA Board members to round out the association's leadership:

- At-Large Director: Rick Bell (Arrow Exterminators, Atlanta, Ga.)
- At-Large Director: Dennis Jenkins (ABC Home and Commercial Services, Lewisville, Texas)
- At-Large Director: Jennifer Leggett (Lindsey Pest Services, Jacksonville, Fla.)
- At-Large Director: Sheri Spencer Bachman (Spencer Pest Services, Roswell, Ga.)
- At-Large Director: Scott Steckel (Varmint Guard Environmental Services, Inc., Columbus, Ohio)
- Region #1 Director: Matt Nixon (American Pest, Fulton, Md.)
- Region #4 Director: Lee Whitmore (Beneficial Exterminating, Inc., Hawthorne, Calif.)
- Region #5 Director: Steve Graff (Abell Pest Control, Etobicoke, Ont., Canada)

"NPMA is delighted to welcome our newly elected Board and Executive Committee," says NPMA Chief Executive Officer Bob Rosenberg. "We are fortunate to have excellent leaders who will work together to encourage high levels of competence, knowledge and performance in the industry."

*Editor's Note: Photos Available Upon Request*

####

The National Pest Management Association (NPMA), a non-profit organization with more than 7,000 members, was established in 1933 to support the pest management industry's commitment to the protection of public health, food and property.

## 2013-2014 Board of Directors

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jpryden@gunterpest.com

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Bugs Fear Us Pest Management  
PO Box 162  
Columbia, MO 65205  
Phone: 573-489-6785  
mitchclevenger@gmail.com

### **SECRETARY/TREASURER**

Steven C. Arenz, ACE  
Arenz Pest Management Solutions  
PO Box 1062  
Hillsboro, MO 63050  
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Fax: 636-797-2969  
arenzs@sbcglobal.net

### **IMMEDIATE PAST PRESIDENT**

Bryan Ninichuck, ACE  
Wingate Environmental Pest & Lawn  
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4302 Bold Venture, Suite A  
Columbia, MO 65202  
Phone: 573-446-0102  
Fax: 573-446-1891  
wingatepest@socket.net

### **REGION I VP**

Janet Preece (*term expires 2014*)  
Zip Zap Termite & Pest Control  
PO Box 46936  
Gladstone, MO 64188  
Phone: 816-452-5960  
Fax: 816-452-1053  
jeffpreece@zipzappestcontrol.com

### **REGION II VP**

Ron Lang (*term expires 2014*)  
Havener's Termite and Insect Control, Inc.  
819 W. Jackson  
Owensville, MO 65066  
Phone: 573-437-2031  
Fax: 573-437-4117  
htermite@fidnet.com

### **REGION III VP**

Mary Kay Husmann (*term expires 2014*)  
SEMO Termite and Pest Control, Inc.  
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New Melle, MO 63365  
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Fax: 636-828-4898  
semopest@gmail.com

### **REGION IV VP**

Bryan Robertson (*term expires 2014*)  
B.L. McPherson Pest Control, Inc.  
4121 W. Tilden  
Springfield, MO 65802-5640  
Phone: 417-862-0886  
Fax: 417-866-4297  
bryan@mcphersonpest.com

### **REGION V VP**

Gary Schuessler (*term expires 2014*)  
Advanced Pest Control Systems, inc.  
821 Progress  
Cape Girardeau, MO 63701  
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Fax: 573-339-1651  
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### **ALLIED REPRESENTATIVE**

Travis Chambers (*term expires 2014*)  
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### **DIRECTORS AT LARGE**

Randy Coleman, ACE (*term expires 2015*)  
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Fax: 417-624-2779  
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1920 Orchard Avenue  
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John Myers, ACE (*term expires 2015*)  
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220 W. 72<sup>nd</sup> Street  
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JMyers@gunterpest.com

Michael Woodring, ACE  
(*term expires 2015*)  
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311 N. Waverly Avenue  
Springfield, MO 65802  
Phone: 417-831-7378  
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### **EXECUTIVE DIRECTOR**

Sandra Boeckman  
722 E. Capitol Avenue  
PO Box 1463  
Jefferson City, MO 65102  
Phone: 573-761-5771  
Fax: 573-635-7823  
missouripest@aol.com

### **COMMITTEES AND CHAIRPERSONS**

#### **Education and Training**

Bryan Robertson, Larry Hodson and John Myers

#### **Government Affairs**

Lizbe Knotte, Janet Preece and Mike Bernskoetter

#### **NPMA Update**

Jessica Dominguez

#### **Political Action (PAC)**

Steve Arenz and Gary Schuessler

#### **Awards and Nominating**

Randy Coleman and Ron Lang

#### **Membership/Public Relations**

Mary Kay Husmann

#### **Missouri Housing Industry Alliance**

Mitch Clevenger and Bryan Ninichuck

#### **Newsletter/Website**

Michael Woodring

# 2014 Awards Nomination Form

Do you know someone in the Pest Management Industry who has worked hard for the industry? Maybe they have done something beyond the call of duty. Maybe they have done something to help not only the Pest Management Industry, but their fellow man. Think about it! I am sure each of us knows someone who deserves to be recognized for their contribution to our industry.

These awards will be presented at our Annual Conference which is being held in St. Louis in December. Three types of awards are planned. Listed below are the types of awards and their respective criteria. Please fill out the form and include a short letter stating why you feel your nominee should receive an award.

### AWARD CATEGORIES

**Dr. Wilbur Enns Man/Woman of the Year** - The award will be given to a person who has been outstanding in their contribution of time, talent, and innovation causing a positive result in the betterment of the Association and its' membership.

**John Veatch Award** - May be awarded to anyone who has made an outstanding contribution to the Pest Management Industry. Recipient does not have to be a member of the MPMA.

**Special Award** - This is an open category. Any criteria of interest to our association will be considered.

*Keep the award criteria in mind when making your nominations. If you know someone who is deserving one of these awards or deserves some type of recognition please bring it to our attention. All award nominations must be received no later than November 1.*



*(Please Return This Section)*

Company Name: \_\_\_\_\_

Your Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Name of Person Being Nominated: \_\_\_\_\_

Name of Nominee Company: \_\_\_\_\_

Address of Nominee Company: \_\_\_\_\_

Award Nominated For: \_\_\_\_\_

**Mail the nomination form and letter to:**

**Randy Coleman, Chairman**                      or to  
 Alert One Pest Control  
 PO Box 3131  
 Joplin, MO 64803  
 Phone: 417-624-5144  
 Email: flavipes80@hotmail.com

**Sandy Boeckman, Executive Director**  
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Fax: 573-635-7823  
missouripest@aol.com

## 2014-15 MEMBERSHIP/RENEWAL APPLICATION

Dues run July 1 through June 30. Please complete the information listed below, verify information with your signature and mail in the corresponding dues amount. Make check payable to MPMA and mail to: PO Box 1463, Jefferson City, MO 65102. If you have questions, call 573-761-5771 or 800-848-6722.

Company Name: \_\_\_\_\_

Company Representative: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

For Companies with Annual Sales Volume of...	Annual MPMA/NPMA Dues are...
<input type="checkbox"/> \$0 - \$100,000	\$185
<input type="checkbox"/> \$100,001 - \$200,000	\$235
<input type="checkbox"/> \$200,001 - \$500,000	\$335
<input type="checkbox"/> \$500,001 - \$1,000,000	\$645
<input type="checkbox"/> \$1,000,001 - \$2,500,000	\$915

Allied,  
Affiliated,  
and Limited  
Members  
 \$125

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Active Members:** Any person, firm or corporation engaged in pest management service work, for hire to the public at large shall be eligible for membership in this Association.

**Affiliated Members:** Any active member that operates or controls another firm, and/or business location actively engaged in the pest management service business.

**Limited Members:** Any person, firm or corporation not fully conforming with qualifications for Active members. A limited member shall automatically become an Active member upon meeting the qualifications set forth for Active Membership.

**Allied Members:** Any person, firm or corporation not engaged in pest management service work but which manufactures or supplies products, equipment, materials or provides services used by the pest management industry shall be eligible for Allied membership.

**Honorary Members:** Any person who has made a contribution of material benefit to the pest management industry may become an honorary member by three-fourth (3/4) vote of the members of the Association in annual meeting assembled.