

GM657 Terrance Manago

- (1) Why do you want to be a member of the Board?

I welcome the privilege and opportunity to continuing my service on the Pest Control Board as I feel that with my experience in the industry I can make a difference and contribute to insure the quality of our industry for our consumers.

I have over 35 years of experience in the industry not only as an employee and an owner, but also as a current HPCA board member. Having come up through the ranks, I have a unique perspective of what our consumers' expectations are and how we, as an industry, can better serve them.

- (2) What do you perceive are the roles and responsibilities of a member of the Board?

In general, my perspective is that the Pest Control Board is responsible for the protection of our consumers who rely upon licensed, qualified and safe pest solutions at competitive prices. The Board is responsible to uphold the highest standards of fairness and integrity in the industry.

More specifically, pursuant to HRS Sec. 460J-3, the Board is responsible for granting, suspending or revoking licenses; adopting, amending or repealing rules to effectuate chapter 460J; and verification of liability insurance.

- (3) Given your understanding of the roles and responsibilities of a Board member, why do you believe that you are qualified for the position? Please include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.

I began working in the industry in 1985 as a pest control operator. Over the past 35 years, I have been employed by various pest control companies, such as Island Termite, Terminix and Integrated Pest Management. Currently, I own and operate Hawaii Pest Solutions. I am a State of Hawaii licensed pest control operator and a certified City & County Special Inspector. I am the former president of the Hawaii Pest Control Association, a current member of the Pest Control Board and have served 2 terms as a member of the DCCA Board, with my last term being served as Chair. My experience in the industry includes both inspection and treatment of commercial and residential properties. My continued education to keep up with the latest products, techniques and equipment include attending numerous seminars and conferences.

- (4) What do you hope to accomplish during your term of service?

My goal as a member of the Pest Control Board is to leave the pest control industry a safer industry than when I started. Our consumers' experience with a pest control company should be one of satisfaction with peace of mind, not frustration.

- (5) Name three qualities that best describe you and how these qualities will benefit the Board.

Honesty – In order to gain a consumer's trust, confidence and more importantly, the consumer's repeat business and referrals, you must be honest in your evaluation of the situation at hand, honest in your proposals, honest in your follow ups and honest when a problem arises.

I will be honest (yet respectful) in my opinions with other Board members. Having honest discussions concerning the good and bad aspects of our industry and how to address them can only help our consumers and the industry's reputation as a whole.

Experienced – With 30 years of experience, I have worked in every job in the industry and seen just about every situation imaginable. My experience has afforded me the opportunity to service my consumers in the most efficient means possible. Serving on the board for the past 2 years has given me the experience and opportunity to fairly recommend qualified personnel for PCO licensing.

I am eager and willing to share my experience with the other Board members in order to find solutions for our consumers.

Humble – In order to be successful in any endeavor, including owning your business, you must be humble in your approach with your consumers. Humility and hard work is what has allowed me to survive in this competitive industry for nearly three decades.

Being humble means being able to accept criticism and suggestions from others. I intend to work hard with my other Board members to find solutions to our consumers' problems for the betterment of our industry and look forward to any and all suggestions they may have to help me become a better pest control operator and business owner.

- (6) Name a previous experience you've had that will be beneficial as a Board member.

My experience as the former HPCA president allowed me to work with my competitors, discuss differing views and perspectives on

various industry related topics and work together to resolve our differences in a professional manner.

- (7) Can you foresee any possible conflicts of interest that could arise during your service on the Board? How would you overcome conflicts of interest?

No. I do not see any conflicts of interest happening however, should they arise, I will treat the situation with fairness and honesty and provide the best possible solution given the circumstances.

Testimony of the Pest Control Board

**Before the
Senate Committee on Commerce and Consumer Protection
Friday April 8, 2022
9:30 a.m.
Conference Room 229 and Videoconference**

**On the following measure:
G.M. 657, SUBMITTING FOR CONSIDERATION AND CONFIRMATION
TO THE PEST CONTROL BOARD,
GUBERNATORIAL NOMINEE, TERRANCE MANAGO,
FOR A TERM TO EXPIRE 06-30-2025**

Chair Baker and Members of the Committee:

My name is Lei Ana Green, and I am the Executive Officer of the Pest Control board. The Board supports the appointment of Mr. Terrance Manago to the Pest Control Board (Board) as a licensee member.

Mr. Manago has been licensed as a pest control operator since November 22, 2000, and his license is current, active, and in good standing.

Mr. Manago served on the Board from July 2013 to April 2021, and attended 43 of the 45 meetings scheduled during his appointment. He was a diligent and contributing member of the Board's Applications Review Committee and Examination Review Committee. Mr. Manago served as the Board's vice-chairperson from July 2016 to August 2020 and served as the Board's chairperson from August 2020 until his term expired in 2021. During his tenure as chairperson, Mr. Manago navigated the Board through the onset of the COVID-19 pandemic, subsequent restrictions on in-person meetings and transition to virtual meetings, and also lead the Board's virtual public hearing for proposed amendments to its administrative rules.

Mr. Manago's participation during meeting discussions demonstrates his expertise in the industry and understanding of the matters that are on the Board's agendas. His valuable insight that he has gained over his years of experience as a licensed pest control operator, as well as his interest in returning to serve on the Board, adds to the effectiveness of the Board.

Thank you for the opportunity to testify on this measure.



HAWAII PEST CONTROL ASSOCIATION

Century Square – 1188 Bishop St., Ste. 1003*Honolulu, HI 96813-3304

Telephone (808) 533-6404 • Fax (808) 533-2739

April 8, 2022

Testimony To: Senate Committee on Commerce and Consumer Protection
Senator Rosalyn H. Baker, Chair

Presented By: Tim Lyons, CAE
Executive Director

LATE

Subject: GM 657 - Submitting for consideration and confirmation to the Pest Control Board, Gubernatorial Nominee, TERRANCE MANAGO, for a term to expire 6-30-2025.

Chair Baker and Members of Committee:

I am Tim Lyons, Executive Director of the Hawaii Pest Control Association and we support this nomination.

Mr. Manago is a past president of the Association and has been intimately involved in the affairs of the Association by serving on a variety of Committees over the years. This has allowed him to have first-hand experience over the operations of other pest control operators and be in a position to determine the challenges and the issues that confront pest control operators on a daily basis.

This is a reappointment for Mr. Manago who has previously served on the Pest Control Board. We find that Mr. Manago has been observant of the consumer needs from the pest control industry and since he comes from industry he also has that perspective. He has performed his duties in a balanced manner.

Based on the above, we support this nomination and respectfully request your advise and consent.

Thank you.