HALL OF FAMERS

- 1997 Dr. John Osmun Bob Russell Dan Stout
- 1998 Bill Brehm Bill Buettner Charlie Hromada I.F. Sameth
- 1999 Stanley Baker Norm Cooper Norm Ehmann Otto Orkin
- 2000 J.J. Davis Harry Katz Rufus "Red" Tindol Jr. Clayton "Bud" Wright
- 2001 Mel Edelstein Tom Evans Solomon Rose Vern Walter
- 2002 Al Cossetta Bob & Judy Dold Dr. Austin Frishman Dr. Lee Truman
- 2003 Dr. Walter Ebeling Dr. Ralph Heal Dr. Doug Mampe Mark Weisburger
- 2004 Dr. Paul Müller Dr. Phil Spear Malcolm Stack Blanton Whitmire
- 2005 Bob Jenkins Sr. Paul Hardy Jerry Mix Hal Stein
- 2006 Dr. Gary Bennett Truly Wheatfield Nolen **Bill Spitz** Jim Steckel
- 2007 Roy Ashton Arnold Mallis Ada & Millard Oldham Dr. Mike Rust



TOM FORTSON

HARVEY GOLDGLANTZ

2018 PMP HALL OF FAME Success

Five professionals who have dedicated their careers to pest management will be inducted as the Pest Management Professional Hall of Fame Class of 2018.

By Heather Gooch | PMP Editor



Hall of Fame is comprised of **Tom** Fortson, Harvey Goldglantz, Dr. Cisse Spragins, Dr. Nan-

Yao Su and the late Dr. Robert Snetsinger. After the blacktie, invitation-only induction ceremony takes place Oct. 22 in Orlando, Fla., the evening before the National Pest Management

Association's PestWorld 2018 event kicks off, they will join the ranks of 92 other luminaries who comprise the Pest Management Professional (PMP) Hall of Fame. Each is presented with a plaque at the ceremony, and afterward a duplicate plaque is on view at the entomology department of Purdue University, West Lafayette, Ind. The plaques

2008 Dr. Bobby Corrigan Norm Goldenberg Dr. Mark Lacey Harvey Massey

2009 Al & Sandee Burger Jacques Hess Motokazu Hirao Joe Thomas

2010 Paul K. Adams Allen James Bob Kunst **Charles** Pomerantz Dr. Charles Wright



Stories

are courtesy of PMP Hall of Fame Platinum Sponsor Bug Off Pest Control Center.

On the next several pages, you'll learn more about the lives of these inductees. and why each one was worthy of inclusion. If there is someone in the industry that you feel should be considered for the Class of 2019, please nominate him or her online at PMPHallOfFame.net/ nominate-someone.

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2012 Dr. Jerome Goddard George Hockenyos Jim Nelson Dr. Mike Potter Gary W. Rollins

2013 Greg Baumann Stoy Hedges Vern McKinzie Bob Rosenberg Dr. Thomas Elliot Snyder Dr. Claude Thomas

DR. NAN-YAO SU

LEARN FROM THESE TITANS

Titans of Industry: How 20 Classes of PMP Hall of Famers helped shape and grow professional pest management rounds up introductory biographies of all the men and

women inducted into the Pest Management Professional Hall of Fame from 1997 to 2016. It's available for online purchase today at mypmp. net/shop.



2018	Tom Fortson
	Harvey Goldglantz
	Dr. Cisse Spragins
	Dr. Robert Snetsinge
	Dr. Nan-Yao Su

Dr. John Klotz 2017 Fd Martin Roland Rhodes Chuck Steinmetz **Billy Tesh**

2016 Dr. Vernard Lewis Richard Sameth Vern Toblan Lawrence Treleven

- 2015 John R. Cook Sr. Noad Corlev Dr. Laurel Hansen Dr. Phil Koehler
- 2014 Ed Bradbury Gene Harrington Don Reierson Dempsey R. Sapp Sr.

Franchise pioneer becomes industry steward

Increasing his family's Terminix franchise tenfold over his illustrious career, Tommy Fortson continues to leave a legacy. By Jerry Mix | *PMP* Editor-at-Large

ou would think after a mere 55 years on the job that Tommy Fortson would have it just about right. And "having it right" is certainly the case for Fortson, who was the president of Terminix Service Inc. (TSI), a company franchise headquartered in Columbia, S.C., for 25 years before he stepped down about eight years ago. The Class of 2018 Pest Management Professional (PMP) Hall of Fame inductee's son Scott succeeds him today as president and COO, whereas son Nelson is fleet manager and cousin Lex Knox is Chairman and CEO.

Not only is this Terminix franchise family-oriented, it is highly successful — with revenue of \$125 million a year. TSI is considered to be Terminix's largest

PMP HALL OF FAME 2018

NAME: Thomas Fortson

CAREER AFFILIATIONS: Terminix Service Inc. (TSI), Professional Pest Management Alliance (PPMA)

CURRENT TITLES: Vice Chairman, TSI; Chairman Emeritus, PPMA

YEARS IN PEST MANAGEMENT: 55 KEY POSITIONS HELD: President, Terminix Service; Chairman, PPMA

INDUSTRY ACHIEVEMENTS: Growing his family business to become Terminix's largest franchise; helping to implement Terminix's Key Man System quarterly program; championing the development of the National Pest Management Association's PPMA. franchise, perhaps *the* largest franchised pest management firm in the nation. Yet its 54 offices and 1,100-plus employees only do business in South Carolina, the western third of North Carolina, and five counties around Augusta, Ga. Its franchise agreement prevents additional expansion.

However, when this company got rolling in 1947, it was a long way from achieving any of these accomplishments. It all began when Fortson's grandfather, Thomas P. Knox, pooled funds with his three adult children — T.P. Knox Jr., Marion Knox Sr. and Juddie







Knox Fortson, Tommy's mother — to purchase a franchise from Terminix. Tommy, who was 9 at the time, even recalls putting a \$100 war bond into the pot.

His uncles, Tom and Marion, focused on the termite-centric franchise while young Tommy was in school. He was captain of the University of South Carolina's swim team as a junior in 1958. But he left the university after his junior year to spend two years on a destroyer in the U.S. Navy. "That grew me up quick," he quips.

Fortson came back to the university in 1961, where he met his wife, Pat. Within two years he got married, graduated and went to work for TSI. At that point, parent CONTINUED ON PAGE 54

> Above, Forston served above the USS USS Kenneth D. Bailey DDR-713. Left, the Fortson family, circa mid-1940s, are from left Juddie, Bobby, Carolyn, Tommy and Nelson.

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CONTINUED FROM **PAGE 52** company Terminix, founded in 1927, was just starting to expand its termite control roots with general pest control work.

"I took a lively interest in that part of the company," he remembers. "It really took off. But when I came there in 1963, it was like sticking your toe in the water."

Fortson immersed himself in starting up the general pest control training programs for TSI, which at the time had only five branches.

"I had a slide show," he explains. "We hired guys and got them into a motel room where I would show them the slide show. I sort of made myself a practicing entomologist."

Fortson got a real shot in the arm when he and Bob Williams, who owned flagship franchise Allied Bruce Terminix Cos. in Mobile, Ala., started discussing quarterly pest control and a different service delivery system across Terminix's many



Fortson, left, confers with fellow Terminix franchisee Harden Blackwell and Terminix Services Chairman Lex Knox at the 1995 Legislative Day event.

franchises. Fortson then designed a quarterly pest control system for his area of the country.

"We called it the 'Key Man System because in this system, you do it all," he says. "You service what you sell, and that includes termite and pest control work. Technicians need to take pride in their work.

"This system has been extremely successful for us, even today," Fortson adds. "That has been a key to our success — plus the fact that we have hired tremendous employees, and had highly motivated leadership throughout."

Fortson retired as franchise president in 2010, but remained active in the industry until 2017, when he stepped down from his 15-year post as chairman of the Professional Pest Management Alliance (PPMA), the public outreach arm of the National Pest Management Association (NPMA) that he helped found in 1997. Fortson is still an unofficial ambassador of the cause.

"The PPMA has been extremely successful for our industry," he says with pride. "It has changed our whole industry positioning."

Despite his retirement from TSI, Fortson remains active there, too. He turned 80 years old on Memorial Day with the words, "Thank God I was there to observe it." PMP

You can reach **MIX,** a 2005 Hall of Famer, at pmpeditor@northcoastmedia.net.

ACCOLADES

Dad has not only been a great boss and mentor, but an even greater dad. He taught me to treat everyone equally, no matter who you are or what you do. He taught me the true meaning of 'we are all in this thing together.' He taught me that hard work and doing the right thing the right way will one day pay off. I understand that now, as I am in his old position, I could never be the dad and leader I am today without having been taught by him. He is the definition of a great dad, leader and person. I am proud to call him my dad."

 Scott Fortson, President and COO, Terminix Service Inc.

Tommy is the epitome of a strong leader. With his character, integrity and quiet strength, he was a driving force in growing and sustaining the Professional Pest Management Alliance. It has been my privilege and good fortune to work with and learn from Tommy. Always looking out for his family first, followed by the industry he so loves, Tommy has developed and nurtured many along the way. He is a shining example of what men and women should strive to do in their lives: love their families, work hard and give back."

 Cindy Mannes, PPMA Executive Director and VP of Public Affairs for the National Pest Management Association

Tommy was one of the original leaders and drivers in the creation of PPMA. He recognized at the very beginning how important an initiative that protected and grew the industry would be to all of us. Tommy's leadership over the years at the helm of the PPMA has been absolutely amazing. He has steered us with a wise and calm demeanor, and has led the PPMA to incredible results. His dedication and commitment to our industry and the PPMA is something everyone in our industry has benefitted from."

 Bobby Jenkins, Owner and CEO of ABC Home & Commercial Services and PPMA Chairman

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2018 PMP HALL OF FAME

Leading professionals to profits

Harvey Goldglantz got his start in the pest control industry at an early age, and has worked tirelessly to advance its professionalism ever since.

By Diane Sofranec | PMP Senior Editor

arvey Goldglantz, pest management industry consultant and Class of 2018 *Pest Management Professional (PMP)* Hall of Fame inductee, does not hesitate to sing the praises of the pest management industry.

"It is a great industry," he says. "I dedicated myself to lifting up the industry through knowledge, professionalism and education."

For decades, Goldglantz used his positions with the Pennsylvania Pest Management Association (PPMA) and the National Pest Management Association (NPMA), as well as his work as consultant, author, speaker and *PMP* columnist to drive home this point.

He was just a teenager when he entered the business in 1963, working in nearly every capacity

PMP HALL OF FAME 2018

NAME: Harvey Goldglantz CAREER AFFILIATIONS: Philadelphia Exterminating Co., Pest Control Marketing Co.

CURRENT TITLE: Owner, Pest Control Marketing Co.

YEARS IN PEST MANAGEMENT: 55

KEY POSITIONS HELD: past president, Pennsylvania Pest Management Association; board member, National Pest Management Association; marketing committee chairman, Pi Chi Omega; author, Marketing Matters; columnist, Pest Management Professional magazine

INDUSTRY ACHIEVEMENTS: advocate for education and professionalism in the pest management industry, industry consultant

for a distant cousin's Philadelphia, Pa.-based company. He took the job to pay the bills and support himself and his younger brother after his mother and father died. Fortunately, Goldglantz excelled at sales, particularly cold calls. He was even better at marketing pest control services, a skill that helped shape his career.

After about a year of pest control work, he took a chance on a daring idea he thought would increase business. It worked, and a week later he left his cousin's company and launched Philadelphia Exterminating Co. Two weeks later, his own company was so successful he hired seven men to work for him part time. He used his earnings to put himself through college, graduating *cum laude* with a communications/marketing degree from Temple University in 1971.

"I started the business when I was young, but by the time I was 21, I was sort of at a crisis point in my life," he says. "I had a lot of opportunities when I came out of school."

By then, Goldglantz was considering other career options while still running his pest control business. They included marketing and consulting after working as assistant to the president of a multimillion-dollar company and helping with its expansion — and show

business. He landed a recording contract when he was a teenager, performed in Off Broadway

Growing up in Philadelphia, Goldglantz took a pony for a ride in 1956.



shows, and even tried out for a spot on "Saturday Night Live."

"My pest control business was doing so well that eventually I decided I might as well stay in the business," Goldglantz says. "I was doing too many things, and I had to stay focused."

Of great concern was his fiancée Gayle, who was diagnosed with end-stage renal disease one week before their wedding day. Because her kidneys were failing, she would require dialysis. Nothing would deter them from marrying, however. Gayle survived four kidney transplants — her third was the

CONTINUED ON PAGE 58





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CONTINUED FROM PAGE 56

world's first organ transplant from a living donor with a different blood type — but succumbed to cancer one day shy of their 40th wedding anniversary in 2011. He married his second wife, Roberta, in 2015.

ASSOCIATION WORK

In the early 1980s, while running his successful pest management business in Elkins Park, Pa., he got involved in the PPMA. "Back then, the industry was not exactly focused on building image or professionalism," Goldglantz recalls.

Too often, he adds, pest control operators, as they were known back then, were looked upon as spray jockeys — a negative image he worked hard to change. He frequently spoke about the importance of enhancing and protecting the industry's image. He was elected president of the PPMA twice, served on and chaired most of its committees, and was editor and publisher of its newsletter for more than 15 years. For his service to the organization, he was honored with its

Recording under the name Harvey Lantz, Goldglantz, shown here in 1969, was a popular crooner.

Stanley G. Green Man of the Year Award and its Pioneer Award.

In no time, his work with the PPMA led to regular stints with the NPMA. Nisus Corp.'s Greg Bauman, a fellow *PMP* Hall of Famer (Class of 2013) and the NPMA's then-manager of government affairs, invited him to speak as part of a panel discussion on public relations at the NPMA's annual convention. Speaking gigs for the NPMA followed, and in 1992, a consulting career was launched.

"That's how it all started, with the NPMA," Goldglantz explains. "People started coming up and asking me for my business cards."

His fellow PMPs approached him for ways to boost their business, and he was happy to share his expertise.

"I've taken a lot of companies from a couple hundred thousand dollars a year to multi-million dollars a year," he says. "I work with them not only as a marketing consultant, but as a business consultant to look for avenues of profitability."

Since selling his pest control company in 2005, Goldglantz has focused on his consulting business, Pest Control Marketing Co., in Warminster, Pa. His clients have included many past presidents of state associations and the NPMA.

He provides advice on sales, marketing, advertising, technical and customer service, operations,



ACCOLADES

Harvey is passionate about helping people in pest management reach their highest potential in terms of achievement. He does so with honesty and integrity, and always with his client's best interest first and foremost above his own. Harvey never compromises truth. He will tell you what you want and need to know in order to make the difference in yourself, your business and in your community affairs. He will also tell you what you don't want to hear if in his gut he knows you need to hear it to succeed."

 Steve Lum, President, Slug-A-Bug, Melbourne, Fla., and President, Florida Pest Management Association

Because of Harvey, I continue to grow both personally and professionally. The moral of Harvey's story is: You can't market past who you really are; you have to have a great vision, a mission and strong core values. Harvey is my friend, my mentor, my marketing guru."

 Fred Willey, ACE, President, Invader Pest Management

and human resources. Many clients rely on his years of expertise to increase sales or expand.

"What I get out of consulting, other than making a living, is that it gives me a great deal of satisfaction to help my clients build their businesses," Goldglantz says. "I knew from very early on that my love was consulting, and helping everybody move their businesses forward."

His favorite part about the pest control business is the relationships he has cultivated over the years, and the many friends he has made.

"I do love the relationships, and I've been blessed to have them," he says. "The industry has been wonderful to me." PMP

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Opportunities lead to science-based success

A chemistry degree helped launch Dr. Cisse Spragins' pest management career. Now an entrepreneur who started her own manufacturing company, she provides solutions that help solve pest problems.

By Diane Sofranec | PMP Senior Editor

r. Cisse Spragins, Class of 2018 *Pest Management Professional (PMP)* Hall of Fame inductee, knows how to make the most of an opportunity.

The founder and CEO of Rockwell Labs started her career in pest management working part time as a researcher at Bell Laboratories after a chance meeting with its owner. Less than 10 years later, her hard work landed her the newly created position of director of International Business Development. Although she could have remained with the rodent control product manufacturer, she launched her own pest control product company instead.

"More than anything, it was to prove to myself that I could do it," she admits. "I had been thinking about it for several years and it got to

PMP HALL OF FAME 2018

NAME: Dr. Cisse Spragins CAREER AFFILIATIONS: Rockwell Labs, Bell Laboratories

CURRENT TITLE: Founder and CEO, Rockwell Labs

YEARS IN PEST MANAGEMENT: 29

KEY POSITIONS HELD: Treasurer and Past President, Pi Chi Omega; Secretary/ Treasurer, United Producers, Formulators and Distributors Association

INDUSTRY ACHIEVEMENTS: Manufacturer of insect baits, bio sanitation, insecticide dusts and botanical insecticides

the point that I didn't think I could live with myself unless I did it."

Dr. Spragins grew up on her grandparents' farm in Jackson, Tenn. It was there she developed her love of horses and strong work ethic. She worked hard to ensure she could continue to ride, and later, compete.

After earning her master's degree in chemistry in 1985, and her master's degree in physics in 1988, Dr. Spragins met Malcolm Stack — founder of Bell Laboratories, *PMP* Hall of Famer (Class of 2004), and fellow horse lover — while they were showing their horses at an equestrian event.

They briefly chatted, and months later Stack contacted her with an opportunity to use her research skills at the company, a freelance project she took on part-time in 1989.



"I ended up staying at Bell full time because I found I really enjoyed product development and testing, and liked the company," Dr. Spragins says.

She became research and development manager in 1991 and technical director in 1992. It was around 1993 that she began to pursue distribution opportunities outside of the United States for the company, a move that, over time, landed her a full-time position as director of International Business Development. She moved to England to set up an office for Bell Laboratories, and remained there until she left in 1998 to launch her own company.

Working for Stack provided a great learning opportunity; she left with a CONTINUED ON PAGE 62



As founder and CEO of Rockwell Labs, Dr. Spragins, pictured with Director of Finance Nancy Soden, left, says she is blessed to have some extremely creative and resourceful people on her team.

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Donnie Blake President of OPC Pest Services





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CONTINUED FROM PAGE 60

vast knowledge of rodent bait and bait stations. But she also experienced first-hand what makes a company successful. The ability to produce quality products is important of course, she says, but putting processes in place so they are delivered on time and with good customer service and support is important, too.

"I thoroughly enjoyed working at Bell, which was still a very entrepreneurial environment at the time," Dr. Spragins says. "I was able to be involved, to some extent, in almost all aspects of the business."

For years, she saved her money even though she had no real plan for exactly what she was going to do. She liked the pest management industry, so she started Rockwell Labs. She didn't want to compete with her former emplyoyer, so she decided to focus on insect control products, beginning with insect bait stations, insect baits, and lures and traps. Since then, she expanded the product line to include bio sanitation products, insecticide dusts and botanical insecticides.



Dr. Spragins with her grandfather, a circuit court judge who instilled in her a strong work ethic.

Over the past 20 years, not once has Dr. Spragins regretted her decision to strike out on her own.

"I like the entrepreneurial and experimental nature of the industry, and enjoy producing products that are innovative and different, and then hearing what our ever-resourceful PMP customers do with them to solve their problems," she says. "I'm grateful that a lot of folks in the industry are willing to be creative and try something different. Rockwell wouldn't exist if there weren't people in the industry like that."

The North Kansas City, Mo.based company employs more than 40 associates, plus seasonal workers. Each year, interns supplement the workforce. Dr. Spragins' implemented a formal internship program at Rockwell Labs to encourage young women to pursue science and engineering careers. She offers summer interns paid employment if they want it, and students are given meaningful work in the chemistry lab and manufacturing area of the company.

In addition to running Rockwell Labs, Dr. Spragins is politically active in her home state of Missouri. She spent five years as chair of the Missouri Libertarian party.

She also is actively involved in the pest management related organizations to which she belongs. Currently, she is treasurer for the pest management industry's fraternity, Pi Chi Omega, and is secretary and treasurer for the United Producers, Formulators and Distributors Association.

ACCOLADES

I've known Cisse a long time, as she founded Rockwell Labs here in Minneapolis. She is amazingly inventive, not only with new products but tinkering with existing ones to make them better, all to solve pest problems. She is tireless and typifies low pressure in her sales technique, and has really built a wonderful relationship with me, Adam's, and I'm sure much of the industry."

 Todd Leyse, President, Adam's Pest Control

Few in our industry have been more innovative than Dr. Cisse Spragins. During my 18 years on the Wisconsin Pest Control Association board, I have had the privilege of having many mind-blowing conversations with Cisse. I cannot think of anyone more deserving to be inducted into the *PMP* Hall of Fame."

 Brent Towle, Master Tech and Owner, Spectrum Pest Control Eco-Tech

Throughout her 29 years in the pest management industry, Dr. Spragins has taken advantage of every opportunity that came her way, and she is proud of her accomplishments.

"There is really no greater joy for me really than hearing that a pest control company uses our products to help solve their problems and improve their business. The fact that quite a number of companies rely on our products for the service that provides their livelihood brings me great satisfaction," she says. "A few years ago at PestWorld, someone walked by and said 'Hi Cisse. Your products are so good it's almost scary.' That was just the most awesome thing to hear." PMP

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Taking the bait – and seeing success

Dr. Nan-Yao Su proved termite baiting can lead to colony elimination, and in the process developed an industry game-changer.

By Jerry Mix | PMP Editor-at-Large

iming is everything," says *PMP* Hall of Fame inductee Dr. Nan-Yao Su as he discusses his gamechanging work on termite bait stations. "If the timing is not right, you will never get anything done. The timing was right."

Adds the Distinguished Professor of Entomology at the University of Florida's Fort Lauderdale location, "I was determined to go in a different direction. I was stubborn."

Being stubborn probably was a very good thing for the pest management industry. In the 1980s, chlordane was slowly, but surely being eliminated from the marketplace by the U.S. Environmental Protection Agency (EPA). In 1983, the EPA limited chlordane to just termite control work, and banned it completely in the United States in 1988. This

PMP HALL OF FAME 2018

NAME: Dr. Nan-Yao Su CAREER AFFILIATIONS: University of Florida CURRENT TITLE: Distinguished Professor of Entomology

YEARS IN PEST MANAGEMENT: 33 years KEY POSITIONS HELD: professor, researcher, inventor

INDUSTRY ACHIEVEMENTS: Holds 12 U.S. patents, invented the Sentricon System, is a world-renowned authority on termites

left a huge hole in the termite control market.

Meanwhile, Dr. Su in 1983 was writing his doctoral thesis on the use of termite bait stations to kill termite colonies. His research had already determined:

• The bait in the termite bait stations had to be eaten by the colony of termites.

- The bait couldn't be repellent; it had to be accepted by the colony.
- The bait had to be slow-acting so the termites could carry it back to the colony.

• The user couldn't have a bunch of dead termites around the bait station, because that would discourage other termites from approaching.

His thesis was published in 1983, but it took a long time to go from theories to fact. It wasn't until 1985,



when he was hired at the University of Florida, that he began his nearly 33-year bait station journey. But the route was not direct.

He was born in Taiwan, and when he was 11 years old his parents moved to Japan. There, he earned his bachelor and master's degrees in sericultural science — the study of silkworm farming — at the Kyoto Institute of Technology. For his doctorate in biology, he relocated to the University of Hawaii. It was there that he learned about termites, and thus found his calling.

He received research funding through the U.S. Department of Agriculture's Forest Service (USFS) when noted termite researcher Dr. Jeff LaFage, from Louisiana State University (LSU), showed up in Hawaii to talk. "I think he was

Left, with his sister, Nancy, in Osaka, Japan, in 1970. Below, 2-year-old Nan-Yao on his mom's back, circa 1953. checking me out to see how good I was," Dr. Su quips. Dr. LaFage offered Dr. Su a post-doctorate position at

LSU. "Jeff and I were doing a lot of basic termite research, but he also was doing work in the French Quarter of New Orleans on

Dr. Su recalls. CONTINUED ON PAGE 66

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CONTINUED FROM PAGE 64

After a short time at LSU, Dr. Su moved back to Hawaii, but found that the cost of living there was becoming too high. During that time, Formosan termites were discovered in Hallandale, Fla., north of Miami.

The University of Florida did not have any termite experts on staff, but decided it needed one. He was a perfect fit.

"When I got to Florida, my mission was to find a way to control Formosans," says Dr. Su of *Coptotermes formosanus.* "So, I started thinking about my old technique of using bait stations."



Dr. Su holds up a portion of a large Eastern subterranean termite carton nest.

In 1990, Dr. Su started writing to pesticide manufacturers, requesting materials he could use in his bait formulation tests. "Dow give me the active ingredient hexaflumuron," he recalls of the company then known as DowElanco, and today as Corteva Agriscience.

"I tested hexaflumuron and some other products for two weeks to see whether the termites would die," Dr. Su recalls, noting that initially, he wasn't getting positive results. But when he tested the products for *four* weeks, he noticed a molting inhibitor effect. That led to some testing around a building on the University of Florida campus and the termites were eliminated.

"That was the first time I was able to demonstrate that maybe a bait would kill a termite colony," he says. "We then tested again and again against other colonies. I was then confident we had something exciting."

Dr. Su then had to develop a device for delivering the bait to the termites. He used a polyvinyl chloride (PVC) pipe with a wooden stake inside. Once the termites began feeding on the stake, he replaced it with the termiticide.

That was the beginning of the Sentricon System, which hit the professional pest management market in 1995. It also was a fulfillment of Dr. Su's dreams about a whole new approach to termite control. PMP

You can reach **MIX,** a 2005 Hall of Famer, at pmpeditor@northcoastmedia.net.

ACCOLADES

From our first meeting in Bend, Ore., in 1989, I felt that Nan-Yao Su was a very special person. His contributions to science, the pest control industry, and philanthropy have been legendary. I welcome Nan-Yao to the *PMP* Hall of Fame family, and look forward to his induction ceremony."

 Dr. Vernard Lewis, Professor Emeritus, UC Berkeley and *PMP* Hall of Famer (Class of 2016)

Nan-Yao very much embodies the Japanese values of *giri* and *ongaeshi*. It's hard to explain in English, but I think the closest is a strong sense of duty and need to repay kindness. In a touching act of appreciation, Nan-Yao created a scholarship fund in the name of his mentor, Dr. Minoru Tamashiro, at the University of Hawaii. He has created several other endowments and scholarships because he believes in giving back."

 Dr. Faith Oi, Associate Extension Scientist, Urban Entomology, University of Florida

It is safe to say that without the efforts of Dr. Nan-Yao Su and his team, there would be no Sentricon System — and likely no termite baiting in the market today. Arrow Exterminators was certainly an early adopter of Sentricon, having tested it in 1995-1996 on a couple of our 'houses from hell' and, like many fellow PMPs in the industry, we were very pleased when it solved the problem for our customers."

 Kevin Burns, Chief Development Officer, Arrow Exterminators

Above, Dr. Su hangs out at the pool with his wife, Nadia, son Nabeel and fur baby Kaya. Right, Dr. Su stands in front of his 2015 plaque from the Florida Inventors Hall of Fame, with his son, Justin, and daughter, Mandy.



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The ratcatcher's advocate

Dr. Robert "Butterfly Bob" Snetsinger was a pre-eminent historian, entomologist, teacher and friend.

By Heather Gooch | PMP Editor

r. Robert Snetsinger was a lot of things to a lot of people. To some, he was "Butterfly Bob," a mantle he was proud to wear as a result of his tireless work instituting and maintaining the Snetsinger Butterfly Garden, which he and his wife, Dr. Wendy Snetsinger, created in honor of their daughter Clare, whom they lost to cancer in 1989. The original 3-acre garden was instituted in 1996 at the Tom Tudek Memorial Park in State College, Pa., and satellite gardens have been established at more than 30 schools. churches and other public places.

To his community of Patton Township, Pa., he was just Bob, serving on the township's planning commission from 1964-77, a regional planning commission from 1970-77, and serving as Patton Township Supervisor in 1978.

To countless Penn State students and academic colleagues, he was Dr. Bob, a specialist in pest insects and, from 1969-98, part of a four-person

PMP HALL OF FAME 2018

NAME: Dr. Robert Snetsinger CAREER AFFILIATIONS: Pennsylvania State University TITLE: Professor Emeritus YEARS IN PEST MANAGEMENT: 55

KEY POSITIONS HELD: Researcher; professor; author, *The Ratcatcher's Child* INDUSTRY ACHIEVEMENTS: Organizer of the Penn State Great Insect Fair; industry outreach and educational advocate; subterranean termite research; arthropod pest research for mushroom farming interdisciplinary team that developed the Mushroom Test Demonstration Facility at the university. Wendy notes that because the four researchers were from different departments, they never received recognition for the impact their work had on improving mushroom farming and its battle against cropdamaging arthropod pests.

But Bob also was interested in spreading the word about urban pest control. He ran the Pest Control Short Course for several years, and when he took a sabbatical in Puerto Rico in 1983 to study termites, he recruited several local students to attend Penn State to receive their entomology doctoral degrees. In 1993, he created and co-chaired the first Great Insect Fair on campus, which still goes on today and attracts thousands of people annually. He retired in 1999, after a 38-year career with



the university. By then, he had directed 40 theses and was the 1996 co-recipient of the Provost's Collaborative Innovations Special Recognition Program for teaching.

To pest management professionals (PMPs), he was not only an advocate, but the author of what many in the industry consider to be the seminal book on the history of the industry, *The Ratcatcher's Child*. Published in 1983, it chronicles the beginnings of the "ratcatcher" industry in Europe in medieval times, working its way to the 20th century and how the giants of the industry got their starts.

CONTINUED ON PAGE 70



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CONTINUED FROM PAGE 68

To his two daughters, he was "Dad" — and to Wendy, he was the love of her life.

"I met him as a freshman in college in 1957 at the University of Illinois, at a Young Democrats meeting," recalls Wendy. "He was an officer and greeted me just to get my contact information. I had put down my age as 17-and-three-quarters, and he got a kick out of that accuracy. He called me soon after to make a poster for them, and it took off from there." When Wendy later received her own doctorate in instructional systems, she had him accompany her onstage as a mentor.

Three years later, after he received his doctorate, the two were married and Wendy transferred to Penn State. Until his death at age 88 in 2016, Wendy notes that pest

control was a main passion of his.

"He had a curious mind about a lot of stuff, but history was a specialty,"



THE SNETSINGER BUTTERFLY GARDEN AT TOM TUDEK MEMORIAL PARK DEDICATED IN RECOGNITION OF THE VOLUNTEER SERVICE OF ROBERT "BUTTERFLY BOB" SNETSINGER, Ph.D. BY THE TOM TUDEK MEMORIAL PARK TRUST 2011

The Snetsingers devoted themselves to establishing the Butterfly Garden and its satellite gardens.

she says, noting that the germ of The Ratcatcher's Child came after he wrote a book on just the history of entomology in Pennsylvania. He also created a 300-page compilation of his own family's genealogy, which he was able to trace back to the second boat that arrived in the U.S. after the Mayflower. He had grown up in Lake County, Ill., on a dairy farm at a time when his family was transitioning from using a horse and plow to a tractor. Knowing both the historical and modern sides of farming, plus being very involved in 4H, likely shaped his interest in education, history and outreach throughout his long career, Wendy says.

While Wendy was proud of Bob's devotion to spreading the word about ratcatchers and their history, she does admit that she

wasn't a fan of the "basket of taxidermized rats he carried when he dressed up in a ratcatcher costume for presentations.

"That was a little disgusting. The basket was relegated to the basement so no one would see it," she says with a laugh. "But when he got into butterflies, he had a cape made and that was fun — kids just loved him when he was Butterfly Bob."

ACCOLADES

I always found Bob to be a highly creative person with a great sense of humor, who often interjected his unexpected comments into conversation to the delight and chuckles of all."

 Dr. James Frazier, Professor Emeritus of Entomology, former head of the department, Pennsylvania State University

Bob was a truly authentic person. He had a love for the natural world in general and its insect life in particular. His desire to share this love with others resulted in the creation of the Great Insect Fair, an outreach event through Penn State's Department of Entomology, that entertained and educated tens of thousands of people about the critical role insects play in our world."

 Maryann Frazier, Senior Extension Associate, Agricultural Sciences, Pennsylvania State University

He also tried to provide as many opportunities for students as he could, especially those in inner cities, Wendy recalls. In addition to those he worked with in Puerto Rico, once back in Pennsylvania he offered outreach programs to local high schools, talking about how pest control could serve as a career. He also supervised several instances where low-income homeowners could get free pest control service as a way to give entomology students field experience.

Wendy says she believes he would have been thrilled to receive the honor of being a *PMP* Hall of Fame inductee. "It's just so nice," she says. "He deserves recognition in so many ways, it was certainly well earned." PMP

You can reach **GOOCH** at hgooch@ northcoastmedia.net or 330-321-9754.