

A SURVEY OF PEST MANAGEMENT COMPANIES IN NORTH CAROLINA

A SURVEY OF PEST MANAGEMENT COMPANIES SERVING SCHOOLS IN NORTH CAROLINA - 2002

ID Number (1-3)
CARD 1 (4)

CONTACT STATUS													
	1	2	3	4	5	6	7	8	9	10	11	12	13
TIME													
DATE													
STATUS													

S	C	AM ANSWERING MACHINE	DL DEAF / LANGUAGE	OS OUT OF SERVICE
T	O	BG BUSINESS / GOVERNMENT	FX FAX / MODEM / TDD	PC PARTIALLY COMPLETED
A	D	BS BUSY SIGNAL	HI HOUSEHOLD INELIGIBLE	RF REFUSED
T	E	CB CALL BACK	NA NO ANSWER	TI TERMINATED INTERVIEW
U	S	CI COMPLETED INTERVIEW	NL NO LISTING	WN WRONG NUMBER

I N T R O D U C T I O N

Hello, my name is _____, and I'm calling from North Carolina State University for the Cooperative Extension Service. Have I reached (NAME OF COMPANY) Verify company name.

**MAY I PLEASE SPEAK WITH THE MANAGER (OR OWNER) OF THE COMPANY?
IF AVAILABLE, RECORD PERSON'S**

NAME _____

[REPEAT INTRODUCTION IF NECESSARY FOR NEW RESPONDENT.]

IF NOT AVAILABLE OR INCONVENIENT, SCHEDULE CALLBACK.

We are calling pest control companies to gather information that will help us to design training programs for pest control companies that contract with North Carolina schools. Do you have a few minutes to answer some question for us?

IF YES: This information will be treated confidentially and will not be identified with you personally or your company. **[GO TO Q1]**

IF NO: SCHEDULE A CALLBACK.

1. Which of the following pests do you consider to be a serious problem, somewhat a problem, or not a problem in the schools that you are servicing this year? Would you say that...? [READ LIST] [CIRCLE ONE RESPONSE FOR EACH CATEGORY]

2. IF SERIOUS PROBLEM ASK: What is the primary method your company uses to control...[READ LIST]? [CIRCLE ONE RESPONSE FOR EACH CATEGORY]

IF A SERIOUS PROBLEM ASK Q2	Serious Problem	Somewhat of a Problem	Not a Problem	Vacuuming	Trapping	Caulking	Heating	Pesticides	
a. Cockroaches	1	2	3	1	1	1	1	1	(5-6)
b. Ants	1	2	3	1	1	1	1	1	(7-8)
c. Termites	1	2	3	1	1	1	1	1	(9-10)
d. Bees and wasps	1	2	3	1	1	1	1	1	(11-12)
e. Pantry pests	1	2	3	1	1	1	1	1	(13-14)
f. (5-6)Flies	1	2	3	1	1	1	1	1	(15-16)
g. Ticks	1	2	3	1	1	1	1	1	(17-18)
h. Spiders	1	2	3	1	1	1	1	1	(19-20)
i. Rats or mice	1	2	3	1	1	1	1	1	(21-22)
j. Pigeons or birds	1	2	3	1	1	1	1	1	(23-24)
k. Any Other Pest Problems? [SPECIFY] _____	1	2	3	1	1	1	1	1	(25-28)

IF NO PESTICIDES USED [GO TO Q16] ←

3. With so many options available to you for solving pest problems, how do you decide on whether or not to use a pesticide at a school site? [DO NOT READ LIST] [CIRCLE ALL THAT APPLY]

Required by contract to use pesticide.....	1	(29)
Decision is based on company standard procedure.....	1	(30)
Technician personally evaluates the need based on level of pest infestation.....	1	(31)
Recommendation of facilities or operations manager.....	1	(32)
Other [SPECIFY] _____		(33-34)

4. How often do you use the following pesticide application methods in school buildings? Would you say you use...[READ LIST]? [CIRCLE ONE RESPONSE FOR EACH CATEGORY]

	Most of the time	Some of the time	Never	
a. Baits (cockroach, rodent, termite)	1	2	3	(35)
b. Baseboard/ surface sprays	1	2	3	(36)
c. Crack & crevice applications	1	2	3	(37)
d. Space sprays (aerosols or foggers)	1	2	3	(38)
e. Dusts	1	2	3	(39)
f. Rodent tracking powders	1	2	3	(40)
g. Any Other methods? [SPECIFY] _____	1	2	3	(41-43)

5. How important are each of the following factors when selecting pesticides to use in school buildings? Would you say ...? [READ LIST] [CIRCLE ONE RESPONSE FOR EACH CATEGORY]

	Very Important	Somewhat Important	Not Important	
a. Effectiveness	1	2	3	(44)
b. Formulation (e.g. sprays, baits, dusts)	1	2	3	(45)
c. Price of chemical	1	2	3	(46)
d. Safety to children	1	2	3	(47)
e. Contract requirements	1	2	3	(48)
f. Ease of application	1	2	3	(49)

6.	Does your company service all areas or only specific areas in school buildings?	All areas [GO TO Q8] 1 Specific areas only 2	(50)
7.	IF ONLY SPECIFIC AREAS: Which specific areas do you service? [DO NOT READ LIST] [CIRCLE ALL THAT APPLY]		
	a. Cafeteria	1	(51)
	b. Science room	1	(52)
	c. Computer lab	1	(53)
	d. Bathrooms	1	(54)
	e. Gymnasium	1	(55)
	f. Administrative Offices	1	(56)
	g. Classrooms	1	(57)
	h. Other [SPECIFY]	_____	(58--59)
8.	Do you follow a regular schedule of pesticide application?	Yes 1 No [GO TO Q10]..... 2	(60)
9.	How frequently are pesticide applications made in the school buildings? Would you say every week, every month, every quarter, semiannually, or once a year? [CIRCLE ONE RESPONSE ONLY]		
	Every week.	01	(61-62)
	Every month.....	02	
	Every quarter (every 3 months).....	03	
	Semiannually (every 6 months)	04	
	Once a year	05	
	Other [SPECIFY]	_____	
10.	Typically, do you apply pesticides in school buildings on school days or on weekends and/or holidays?	On school days. 1 On weekends and/or holidays [GO TO Q12] 2	(63)
11.	When pesticides are applied on a school day, are they applied anytime during the day, before school hours, or after school hours? [CIRCLE ONE RESPONSE ONLY]	Anytime during the day 1 Before school hours 2 After school hours..... 3	(64)
12.	Do you provide notice to the school when pesticides will be applied?	Yes 1 No [GO TO Q16]..... 2	(65)
13	IF YES: Do you provide notice before applying or after applying pesticides?	Before application 1 After a application 2	(66)
14.	Who do you notify when pesticide applications are made? [DO NOT READ LIST] [CIRCLE ALL THAT APPLY]		
	The School Principal or Assistant Principal	1	(67)
	Maintenance supervisor	1	(68)
	Students, parents, school personnel.....	1	(69)
	Other [SPECIFY]	_____	(70-71)
15.	What is your company's primary reason for providing notice of pesticide applications since it is not required by the law? [DO NOT READ LIST] [CIRCLE ONE RESPONSE ONLY]		
	Reduces liability to our company	01	(72-73)
	Safeguards the health of children	02	
	The county requires notification	03	
	Other [SPECIFY]	_____	

		<i>Duplicate ID Card 2</i>	(1-3) (4)
16.	Does your company currently maintain any records of pest control activities in schools?	Yes 1 No [IF NO GO TO Q18]..... 2	(5)
17.	IF YES: Do you maintain any of the following type records? [READ LIST.]		
		<u>Yes</u> <u>No</u>	
	a. Pest sightings	1..... 2	(6)
	b. Inspection records.....	1..... 2	(7)
	c. Monitoring records	1..... 2	(8)
	d. Pesticide applications (i.e. type of product and rate used)	1..... 2	(9)
	e. Recommendations for structural repairs and modifications, etc.	1..... 2	(10)
	f. Any other [SPECIFY]	___ ___	(11-12)
18.	Which one of the following definitions best describes your understanding of Integrated Pest Management (IPM)? [READ LIST] [CIRCLE ONE RESPONSE ONLY]		
	IPM is the combination of pesticides (including baits) and pest exclusion	1	(13)
	IPM is mixing or rotating different classes of pesticides and formulations	2	
	IPM is pest control with absolutely no use of pesticides	3	
	IPM is the use of action levels and a combination of pest control tactics	4	
19.	Does your company use IPM in the schools you service?	Yes 1 No [GO TO Q22]..... 2	(14)
20.	Would you consider IPM to be very effective, somewhat effective or not effective in solving pest problems in school buildings?		
	Very effective.....	1	(15)
	Somewhat effective	2	
	Not effective	3	
21.	What has motivated your company to use Integrated Pest Management (IPM) in the schools you manage? [DO NOT READ LIST] [CIRCLE ALL THAT APPLY]		
	a. IPM is profitable	1	(16)
	b. Child safety concerns.....	1	(17)
	c. Pest resistance to pesticides	1	(18)
	d. IPM has less liability	1	(19)
	e. It is mandated by the school contract	1	(20)
	f. Information on IPM is available	1	(21)
	g. IPM is effective.....	1	(22)
	h. We have a good knowledge of IPM.....	1	(23)
	i. Other [SPECIFY]	___ ___	(24-25)
IF Q21 IS ANSWERED GO TO Q23 ON NEXT PAGE			
22.	What has influenced your company NOT to adopt IPM in schools you manage? [DO NOT READ LIST] [CIRCLE ALL THAT APPLY]		
	Schools can not afford IPM services	1	(26)
	IPM is too complicated to implement.....	1	(27)
	IPM is time consuming.....	1	(28)
	Our current methods work well, so no need to change.....	1	(29)
	There is no demand for IPM in the schools	1	(30)
	There is lack of information on IPM.....	1	(31)
	IPM is not effective in controlling pests	1	(32)
	Other [SPECIFY]	___ ___	(33-34)

23. Which areas of pest control would you say are highly emphasized in formal training? Would you say [READ LIST] is highly emphasized or not?				
	Yes	No		
a. Pest identification	1	2	(35)	
b. Inspection & monitoring	1	2	(36)	
c. Non-chemical methods of pest control	1	2	(37)	
d. Chemical control	1	2	(38)	
e. Tools and equipment	1	2	(39)	
f. Buildings and construction	1	2	(40)	
g. Record keeping	1	2	(41)	
h. Sales & marketing	1	2	(42)	
i. Pesticide regulations and liability	1	2	(43)	
j. Integrated pest management (IPM)	1	2	(44)	
k. Other [SPECIFY] _____			(45-46)	
24. What is the primary way you or your employees receive the different types of pest control training? Would you say [READ LIST. CIRCLE ONE RESPONSE ONLY.]				
a. Presentations.....	01		(47-48)	
b. Hands-on demonstrations.....	02			
c. Videos/DVDs	03			
d. CDs/audio tapes,	04			
e. Books and Manuals or	05			
f. Classroom?.....	06			
g. Other [SPECIFY] _____				
25. How often do you or most of your employees receive pest control training? Would you say [READ LIST. CIRCLE ONE RESPONSE ONLY.]				
a. Weekly	01		(49-50)	
b. Monthly	02			
c. Quarterly	03			
d. Semiannually or,	04			
e. Annually?.....	05			
f. Other [SPECIFY] _____				
26. How important to your company are the following sources of pest control information? Would you say that... [READ LIST.]? [CIRCLE ONE RESPONSE FOR EACH CATEGORY.]				
	Very Important	Somewhat Important	Not Important	
a. Extension agents	1	2	3	(51)
b. Extension literature	1	2	3	(52)
c. Product sales representatives/literature	1	2	3	(53)
d. Product labels	1	2	3	(54)
e. Trade magazines	1	2	3	(55)
f. Books	1	2	3	(56)
g. In-house technicians/associates	1	2	3	(57)
h. Internet	1	2	3	(58)
i. Professional Seminars/workshops	1	2	3	(59)
j. Any Other [SPECIFY] _____	1	2	3	(60)
27. Does the bidding process for the pest control contracts favor the lowest bidder?				
Yes	1		(61)	
No.....	2			

28.	For the purposes of pest control, have you recommended any of the following changes in schools? Have you recommended... [READ LIST] ? [CIRCLE ONE RESPONSE FOR EACH CATEGORY]		
		Yes	No
	a. Structural repairs.....	1.....	2.....
	b. Screening (doors, windows, vents)	1.....	2.....
	Sanitation	1.....	2.....
	Proper storage of food	1.....	2.....
	e. Any Other Recommendations? [SPECIFY]		

29.	How cooperative are the schools in making the recommended changes? Would you say very cooperative, somewhat cooperative, or not cooperative?	Very cooperative.....	1	(68)
		Somewhat cooperative.....	2	
		Not cooperative.....	3	

30.	What is the highest level of Education you have completed? [LET RESPONDENT VOLUNTEER]	8 th Grade or less	1	(69)
		High school	2	
		Some college	3	
		Two-year college or Vocational Degree	4	
		Four-year college degree.....	5	
		Masters degree	6	
		Ph.D or higher.....	7	

Blanks (70-80)

Thank you very much for providing this valuable information. If you would like to receive a copy of the findings, I can mail them to you.

If respondent agrees: Please give me the address you want to use?

Street address: _____

City: _____

Zip Code: _____

If respondent does not want a copy: Thanks. Goodbye.