

CONFIDENTIAL

GOV. MSG. NO. 764

Pest Control Board

Effective Date: Upon Senate Confirmation

Expiration Date: 6/30/2015

Representing: Licensed Operator

Department: DCCA

Term Limit: N/A

Manago, Terrance

45-408 Lolopua Place

Kaneohe, HI 96744

Day Phone: N/A

Mobile Phone: (808) 780-5527

Email: terrancemanago@hipestsolutions.com



NEIL ABERCROMBIE
GOVERNOR

SHAN S. TSUTSUI
LT. GOVERNOR

STATE OF HAWAII
OFFICE OF THE DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS

335 MERCHANT STREET, ROOM 310
P.O. Box 541

HONOLULU, HAWAII 96809
Phone Number: 586-2850
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KEALI S. LOPEZ
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI
DEPUTY DIRECTOR

TO THE SENATE COMMITTEE ON
COMMERCE AND CONSUMER PROTECTION

TWENTY-SEVENTH LEGISLATURE
Regular Session of 2013

Wednesday, April 10, 2013
9:30 a.m.

WRITTEN TESTIMONY

TESTIMONY ON GOVERNOR'S MESSAGE NO. 764.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Keali'i S. Lopez, the Director of the Department of Commerce and Consumer Affairs ("Department"). The Department thanks you for the opportunity to testify on Governor's Message No. 764, regarding the appointment of Terrance Manago, to the Pest Control Board ("Board"). The Department supports the confirmation of Mr. Manago's appointment to the Board.

Mr. Manago is being appointed to the Board as a licensed member. He has been licensed in Hawaii since 2000, and his license is current, active, and in good standing.

Mr. Manago has been in the pest control industry for nearly 30 years in various capacities from technician to company manager to Hawaii Pest Solutions owner and operator.

In his years devoted to his profession he has amassed a wealth of knowledge that would benefit the Board in making decisions on issues facing its industry and the consumers. Mr. Manago said he felt it was his time "to step up to the plate" to help members of his profession and consumers.

He said he looks forward to discussing the changes in the industry, how to make it safer for everyone involved and how to protect consumers from dishonest practices.

The Department supports the confirmation of Terrance Manago to the Pest Control Board, and thanks you for the opportunity to provide testimony.



HAWAII PEST CONTROL ASSOCIATION

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April 10, 2013

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

Presented By: Tim Lyons, CAE
Executive Director

Subject: GM 764 - Submitting for consideration and confirmation to the Pest Control Board, Gubernatorial Nominee, TERRANCE MANAGO, for a term to expire 6-30-2015.

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 first time appointment for Mr. Manago but based on his participation level in Association activities, we know him to be capable of providing insight and valuable contributions to the regulation of pest control operators.

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

Thank you.

April 6, 2013

Hon. Rosalyn H. Baker
Chairperson Committee on Commerce
And Consumer Protection
Senate District 6
Hawaii State Capitol, Room 230
Honolulu, Hawaii 96813

RE: Support for Terrance Manago's Nomination to
Pest Control Board / GM 764

Dear Senator Baker:

I submit this testimony in support of the Governor's nomination of Mr. Terrance Manago to the Pest Control Board.

I have known Mr. Manago for the past 10 years as we coached youth baseball together for 9 years. During that time, Mr. Manago has dedicated himself to the Windward community by volunteering as a baseball, football and basketball coach for various leagues and organizations. He unselfishly gives of his time and money to help our youth and has dedicated countless hours to maintaining the fields upon which our children play.

In all my dealings with Mr. Manago, he has been honest, reliable and has a unique sense of fairness. He had very good communication with the parents, coaches and players and was always willing and open to discuss any issues that may have arisen during the season.

Based on my experience with Mr. Manago, I support his nomination to the Pest Control Board as I am confident that he will be fair in all of his decisions.

With much Aloha,


Lanson K. Kupau

Rene N. Pagaoa

Rosalyn H. Baker
Senate Committee on Commerce and Consumer Protection
Senate District 6
Hawaii State Capitol, Room 230
Honolulu, HI 96813

Dear Senator Baker:

RE: Manago, Terrance
GM 764

It is my honor and privilege to write to you as a personal friend of Mr. Manago who has been nominated to serve on the Pest Control Board by Governor Abercrombie. I have known Mr. Manago for over 10 years and support his nomination. Over the past 10 years Mr. Manago has been a person with high integrity and stands up for what is right. He is my son's former baseball coach and has made a tremendous positive impact on his life, teaching him to believe in what you want and that with hard work anything is possible, and a motto he himself follows. For as long as I've known Mr. Manago he has been a hard worker and has shown great dedication to his work and knowledge in the pest control industry. I have personally used his services on occasions and often refer him to others who have expressed much satisfaction with his work, and will continue to do so. His morals and experience will be beneficial for the consumers of Hawaii.

Once again thank you for allowing me the privilege to write on the behalf of Mr. Manago. I strongly feel the Pest Control Board will benefit from his appointment.

Sincerely,

Rene N. Pagaoa

Jarrett Kubo

Rosalyn H. Baker
Senate Committee on Commerce and Consumer Protection
Senate District 6
Hawaii State Capitol, Room 230
Honolulu, HI 96813

Dear Senator Baker:

RE: Manago, Terrance
GM 764

I am writing to you as a personal friend of Mr. Manago who has been nominated to serve on the Pest Control Board by Governor Abercrombie. I met Mr. Manago over 8 years ago when he coached my sons' baseball team. He has always and still continues volunteers his time to give back to the youth and the community. For the many years that I've know Mr. Manago, he has always been a person of integrity. I strongly feel with his morals and experience the Pest Control Board will benefit from his appointment.

Sincerely,

Jarrett Kubo

TESTIMONY
OF
TERRANCE MANAGO
TO THE
SENATE COMMITTEE
ON
COMMERCE AND CONSUMER PROTECTION
ON
April 10, 2013
GM 764

Submitting for consideration and confirmation to the Pest Control Board, Gubernatorial Nominee, Terrance Manago, for a term to expire June 30, 2015.

Chairperson Baker and members of the Committee, thank you for the opportunity to appear before you today. I also want to thank Governor Neil Abercrombie for nominating me to the Pest Control Board. It is a great honor and privilege to be considered to serve. I also want to thank everyone who has supported my nomination, including Tim Lyons, Executive Director of the Hawaii Pest Control Association.

As I've shared with some of you, I was born and raised in Hawaii and graduated from Kahuku High School. My wife Bonnie and I have two beautiful children, Kaimana and Lexie and we call Kaneohe our home. This is an honor for my entire family.

Should I be given the opportunity to serve on the Board, my vision is to insure the protection of our consumers and to uphold the highest

standards of fairness and integrity in the industry, hopefully, leaving it a safer industry than when I started.

I am confident in my ability to serve the public based on my 28 years of experience in the pest control industry. I am a State licensed pest and termite control operator and a certified City special inspector. Over the course of my career as a line worker and now as the owner of Hawaii Pest Solutions, I have inspected and treated both commercial and residential properties and have seen just about every situation imaginable. I have a unique perspective of what our consumers' expectations are and how we, as an industry, can better serve them. I am the former president of the Hawaii Pest Control Association and that experience has allowed me to work with my competitors to discuss differing views and perspectives to various industry related topics and work together to resolve our differences in a professional manner, which I feel will help me as a member of the Board.

If my nomination is confirmed, I will be honest in my opinions with others concerning the good and bad aspects of our industry and how to address them. I am also eager and willing to work hard and share my experience with the other Board members in order to find solutions for our consumers. In turn, I am also open to any and all suggestions from others to better serve our industry.

Once again, thank you for your consideration of my nomination and am willing to answer any questions you may have.