

Citizen Complaints: When not everyone wants to be sprayed

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Southeast Regional Director

REMAIN CALM!



When you get that upset citizen complaint

- Remain calm and take deep breathes
- Never apologize, that makes it seem we did something wrong
- Don't be defensive, rather try to educate
- Really try to understand the citizen's concern and see if you can find a resolution
- Some people will never be receptive no matter what you do or say



Explaining how we do Mosquito Control



Explain the process

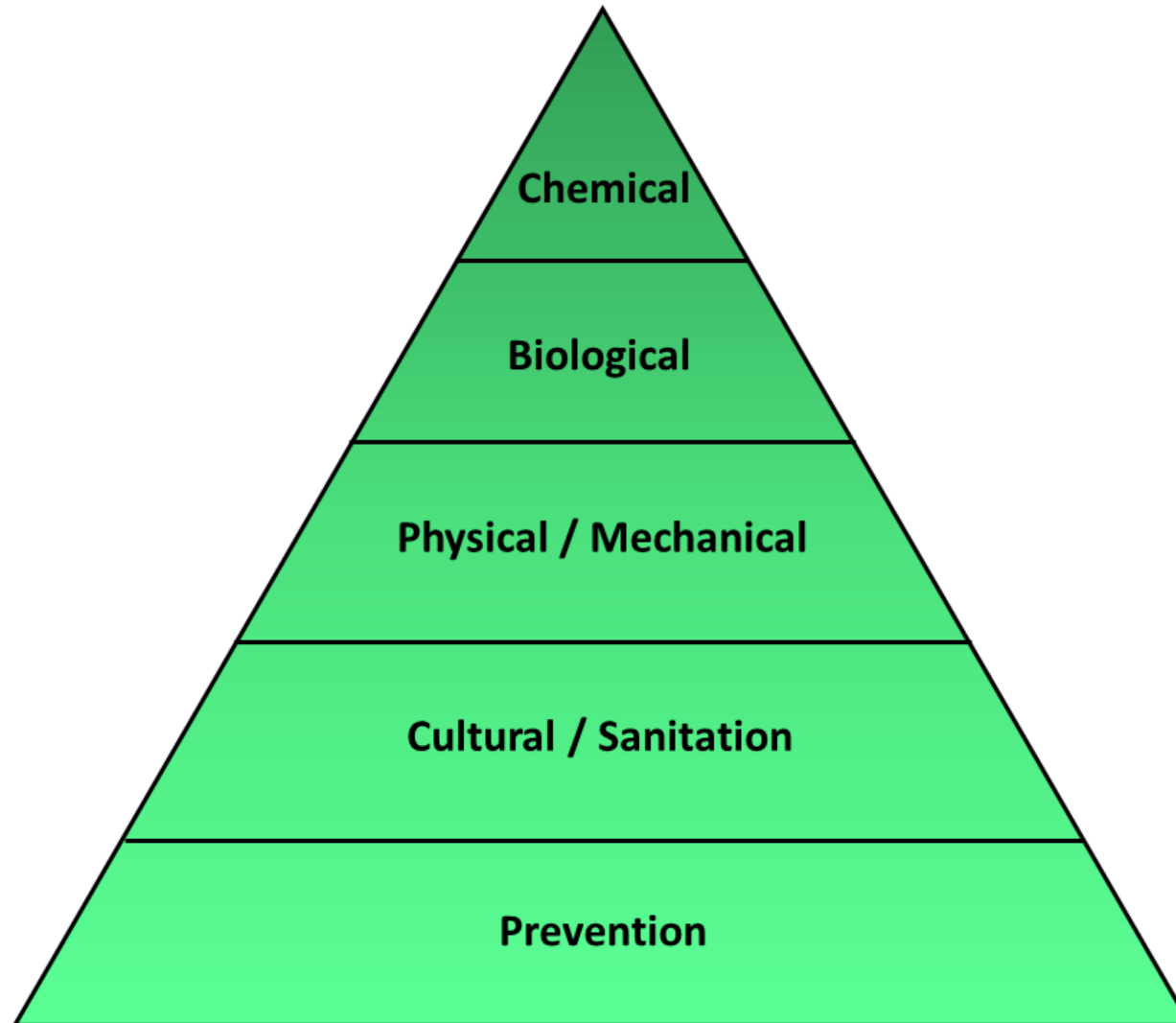
- We use an integrated mosquito management program-which means we use multiple methods to control mosquitoes
- We base all treatments on surveillance
- We focus on the larva
- Only spray when a threshold is reached
- Have highly trained and licensed technicians
- Highly regulated, follow label instructions
- Calibration, characterization and droplet size
- Resistance testing

Parts of an IMM Program

- Surveillance
 - Trapping
 - Larval Dipping
 - Landing rates
 - Citizen Service Requests
- Source reduction
 - Empty water receptacles
 - Drain standing water
 - Ditch maintenance
- Biological control
 - Gambia
- Chemical control
 - Larvicides & Adulticides
- Public Education & Outreach
- Resistance Testing



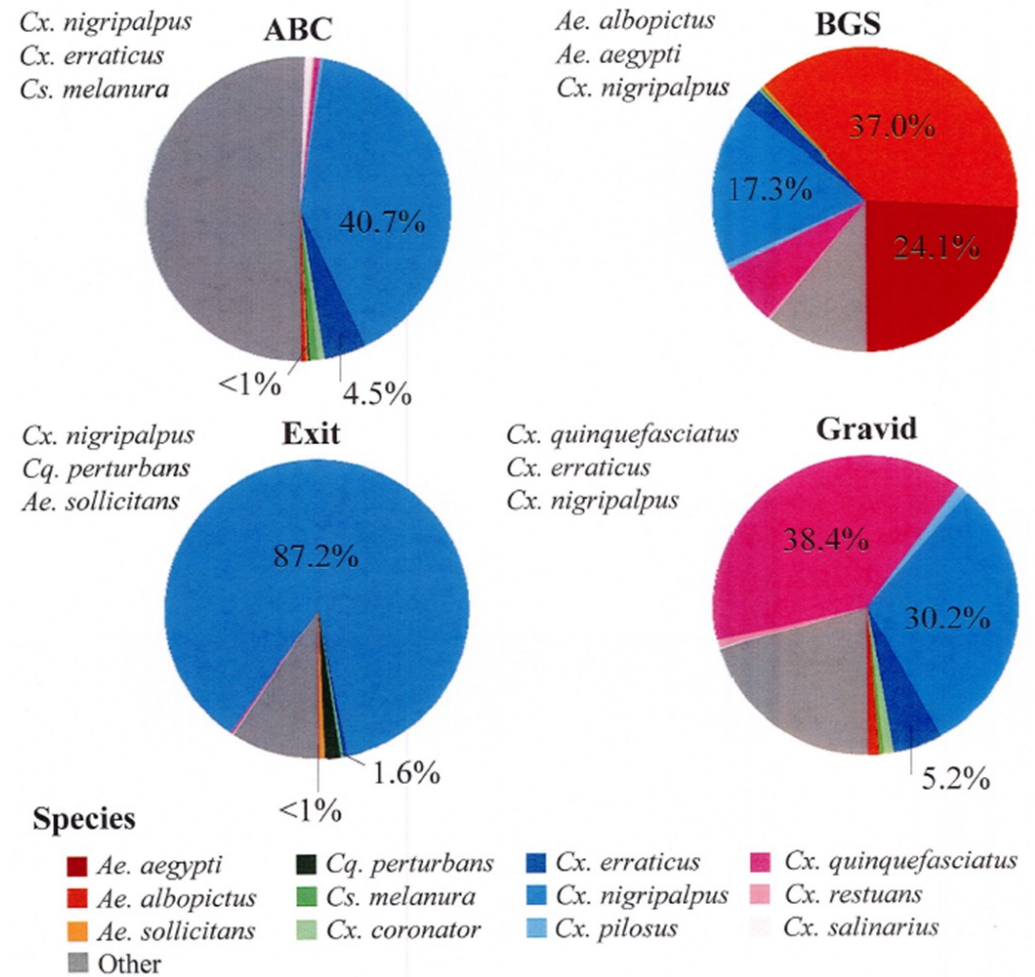
IPM Pyramid



Article

Spatiotemporal Modeling of Zoonotic Arbovirus Transmission in Northeastern Florida Using Sentinel Chicken Surveillance and Earth Observation Data

Lindsay P. Campbell ^{1,*}, Robert P. Guralnick ², Bryan V. Giordano ¹, Mohamed F. Sallam ³, Amely M. Bauer ¹, Yasmin Tavares ¹, Julie M. Allen ⁴, Caroline Efstathion ⁵, Suzanne Bartlett ⁶, Randy Wishard ⁷, Rui-De Xue ⁸, Benjamin Allen ⁷, Miranda Tressler ⁶, Whitney Qualls ⁸ and Nathan D. Burkett-Cadena ¹





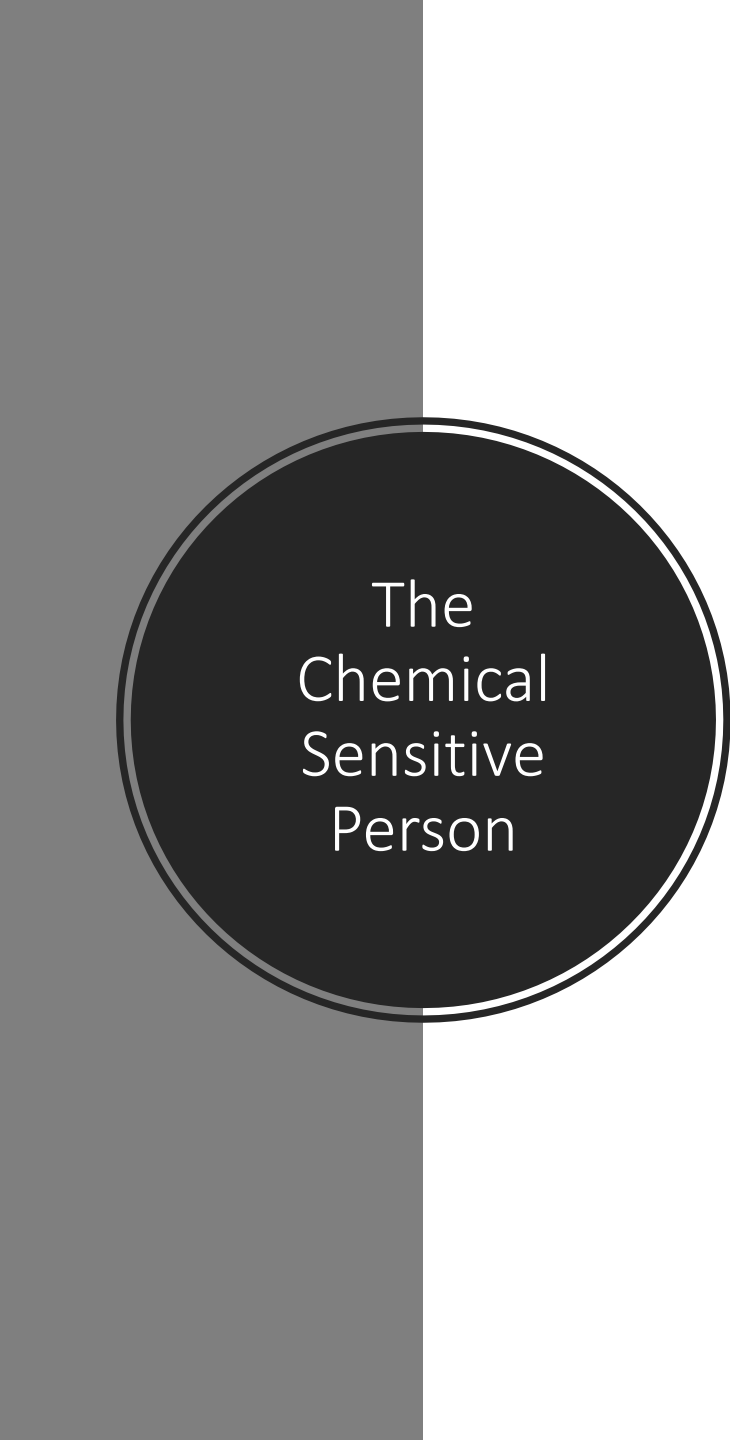
Yes please! I have a bunny to bring inside and fruit plants to cover so they don't get poisoned. Mosquitoes are a fact of life. It is doing FAR MORE HARM spraying chemical toxins all over everything than a few bugs will do. This is all just a very sinister slow kill that most people don't even know is happening. It's basically government approved genocide



IMG_4172.HEIC

Image · 2.3 MB

Pure innocence. Sprayed with poison. So evil. Killing the bees that pollinate food! Pass this info on to everyone you work with, in Jesus name.




The
Chemical
Sensitive
Person

Hello Caroline,

Can you please tell me exactly what is being sprayed on SSI? I have multiple chemical sensitivities and for health reasons we would prefer to have our home opted out of spraying.

I am happy to have my doctor supply a note to accompany this request.

Best,
Mary



The Crazy Spray Truck Driver

Hello,

I have concerns regarding the mosquito control truck currently treating Woodbine tonight, 9/28. While working in our shop tonight, we saw the mosquito truck complete a 3 point turn to back and pull onto the grass to spray 2 individuals sitting outside. It appeared to be intentional spraying of the individuals. This was even more troubling when I was driving home and witnessed the same truck that did not have a continuous stream of spray coming out, suddenly begin spraying a woman and her dog. Again, it gives the appearance that the truck went out of the way to spray people intentionally. This was further escalated when the operator left the truck to spray while they went inside the Snappy Foods gas station. At the very least this comes off as negligent, however I'm troubled to think that we have a county employee purposefully spraying chemicals on our citizens. Thank you for your attention to this matter.



Customer Satisfaction Survey - Mosquito Control

Date of service: *Field not completed.*

Type of service requested *Field not completed.*

Location: *Field not completed.*

Please rate us in the following areas

Initial Contact *Field not completed.*

Customer Service *Field not completed.*

Response Time *Field not completed.*

Effectiveness of Service *Field not completed.*

Comments: There are no flying insects of any kind - spraying is harmful to the elderly.

If you would like us to *Field not completed.*

contact you to follow up on this information, please provide your phone number or email address.

Thank you for taking the time to give us your valuable feedback.

The Upset Beekeeper

Good Morning,

Last night the mosquito control truck went through at 9:35pm in front of 215 Bull Island Run Road and sprayed directly in front of my beehives. I have 24 hives located in this apiary and they have clearly been affected. I understand that registering the apiary would prevent this from happening. Please advise. This is a huge financial loss for my business. Please call me to discuss.

Good morning,

Last night the mosquito control truck went through at 9:35 pm in front of 215 Bull Island Road and sprayed directly in front of my bee hives. I have 24 hives located in this apiary and they have clearly been affected. I understood that registering the apiary would prevent this from happening. Please advise. This is a huge financial loss for my business. Please call me to discuss.



Non-Target Concerns

What is the number one killer of honey bees?

Beekeepers!

Not Mosquito Control



Talking points for concerned citizens

- 1) We spray after sunset and before sunrise when pollinators are not active.
- 2) Our spray equipment is specially calibrated to spray microscopic droplets that only carry enough chemical to kill insects of mosquito size.
- 3) Mosquito spraying has negligible effects when done properly.
- 4) Chemicals we spray are short acting, so they have no effect after a few hours.
- 5) Our technicians and spray truck drivers are licensed and well trained.
- 6) Mosquito control is highly regulated

Tips for beekeepers to protect their hives

- Place hives more than 300ft from the road
- Place the back of hives towards the road
- Place a barrier, such as a solid fence or shrubs between hives and road
- For aerial applications
 - Cover hives with a sheet (not plastic)
 - Turn sprinkler on to keep bees inside (bearding)
- Update mosquito control if you move your hives or add additional apiary sites

Building Relations with Local Beekeepers

- Have a beekeeper list for “turn off spray” update at least annually
- Find out if there is a local beekeepers club
 - If there is, go to a meeting
 - Give a presentation on mosquito control methods
 - Have beekeepers register their hive/apiary locations
 - Pass out card (or magnets) with mosquito control contact information
- Notification calls prior to spray missions (if have the staff)
- Have a beehive at the mosquito control headquarters

Minimizing Honey Bee Exposure to Pesticides¹

J. D. Ellis, J. Klopchin, E. Buss, L. Diepenbrock, F. M. Fishel, W. H. Kern, C. Mannion, E. McAvoy, L. S. Osborne, M. Rogers, M. Sanford, H. Smith, B. S. Stanford, P. Stansly, L. Stelinski, S. Webb, and A. Vu²

Introduction

Growers and pesticide applicators have a number of options when faced with a pest problem: do nothing, or apply some type of cultural, chemical, biological, or physical method to mitigate the damage. The action to be taken should be chosen after weighing the risks and benefits of all available options. There are many situations where pest control is necessary and chemical controls must be used. Certain chemistries of insecticides, fungicides, and herbicides are known to have negative and long-term impacts on bees, other pollinators, and other beneficial arthropods. Fortunately, there are pesticides that have minimal impacts on pollinators and beneficial organisms. The pollinator-protection language that is required to be on US pesticide labels outlines how best to minimize these impacts. The United States Environmental Protection Agency (EPA) works to protect bees and other pollinators by conducting risk assessments and partnering with federal,

state, and international partners to identify ways to reduce pesticide exposure to beneficial pollinators, while including appropriate label restrictions to safeguard pollinators, the environment, and humans. More information can be found here: [epa.gov/pollinator-protection](https://www.epa.gov/pollinator-protection). The bottom line is that *the label is the law*—it must be followed.

Pollinator Importance

The western honey bee (*Apis mellifera*, Figure 1) is conceivably the most important pollinator in Florida and American agricultural landscapes (Calderone 2012). Over 50 major crops in the United States and at least 13 in Florida either depend on honey bees for pollination or produce more yield when honey bees are plentiful (Delaplane and Mayer 2000). Rental of honey bee colonies for pollination purposes is a common management strategy for growers of pollinator-dependent crops. Thus, bee colonies are moved extensively across the United States for use in multiple

Impact of Mosquito Control on Honey Bees



DID YOU KNOW?

Mosquito control that focuses on breeding habitat and mosquitoes that have not reached adulthood do not pose any significant harm to bees. According to the University of Florida Institute of Food and Agricultural Sciences, Bti, a naturally occurring bacterium found in soils, is not harmful to honey bees when used as a larval treatment¹.

Aerial treatment for adult mosquitoes can impact bees outside of their hives; however, there are precautions beekeepers can take to protect their bees. Beekeepers should work with their local mosquito control program to stay informed on treatment times and dates and inform programs where bees are located². Beekeepers can also temporarily cover the tops of hives with plywood that extends out one foot on all sides, creating a spray shadow for insecticide droplets¹.

Mosquito control programs can help protect bees by applying aerial treatment before dawn or after dusk when bees are in their hives. However, it is not always appropriate to treat before dawn or after dusk for certain mosquito species. During aerial treatment for adult mosquitoes, only 2 tablespoons of insecticide are applied per acre (approximately the size of a football field). According to the Centers for Disease Control and Prevention, there is no significant difference in honey production between hives in treated and untreated sites over the course of a season³.

TREATMENT APPLIED AT DAWN OR DUSK

CAN REDUCE EXPOSURE TO BEES



HOW CAN BEEKEEPERS HELP BEES?

COVER TOP OF HIVE WITH PLYWOOD EXTENDING OUT ONE FOOT

STAY INFORMED ON TREATMENT SCHEDULES

WORK WITH MOSQUITO CONTROL PROGRAMS



ONLY 2



TABLESPOONS

OF ADULT MOSQUITO CONTROL TREATMENT ARE APPLIED TO AN AREA THE SIZE OF A

FOOTBALL FIELD



¹ <http://blogs.ifas.ufl.edu/entnemdept/2017/09/22/mosquito-control-florida-beekeepers/>

² <http://edis.ifas.ufl.edu/in813>

³ <https://www.cdc.gov/westnile/vectorcontrol/aerial-spraying.html>

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Most people
appreciate us!

Customer Satisfaction Survey - Mosquito Control

Date of service:	7/13/2023
Type of service requested	Mosquito Spraying
Location:	2900 CR 245c, Oxford
Please rate us in the following areas	
Initial Contact	Outstanding
Customer Service	Outstanding
Response Time	Outstanding
Effectiveness of Service	Outstanding
Comments:	Mosquitos were out in force, had numerous bites over the last week. Outstanding spraying, NO mosquitoes this morning. Many many THANKS!!!
If you would like us to contact you to follow up on this information, please provide your phone number or email address.	<i>Field not completed.</i>
Thank you for taking the time to give us your valuable feedback.	

Thank you for your attention!



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