



Air Quality Complaint Program Overview

Presented by Tracy Lee, Compliance & Enforcement Manager

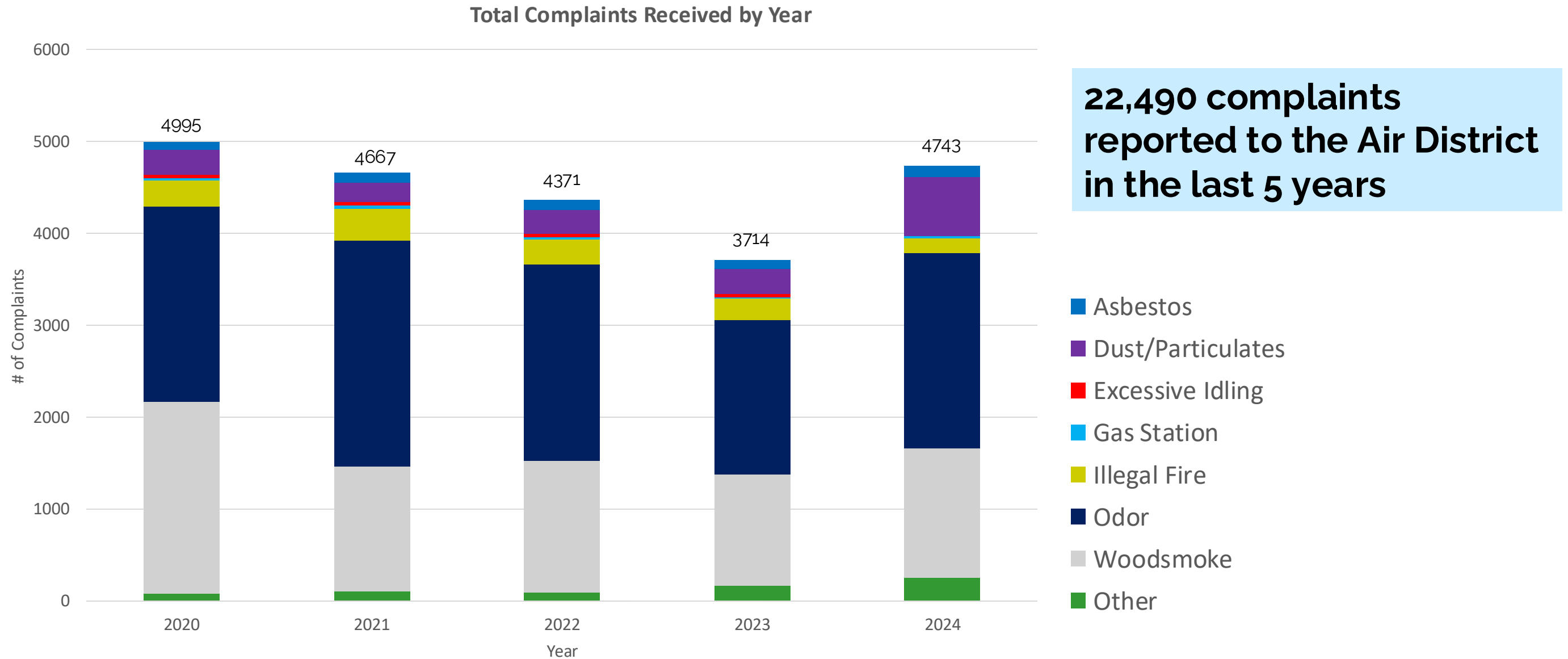
June 3, 2025

Air Quality Complaint Program Goals and Objectives

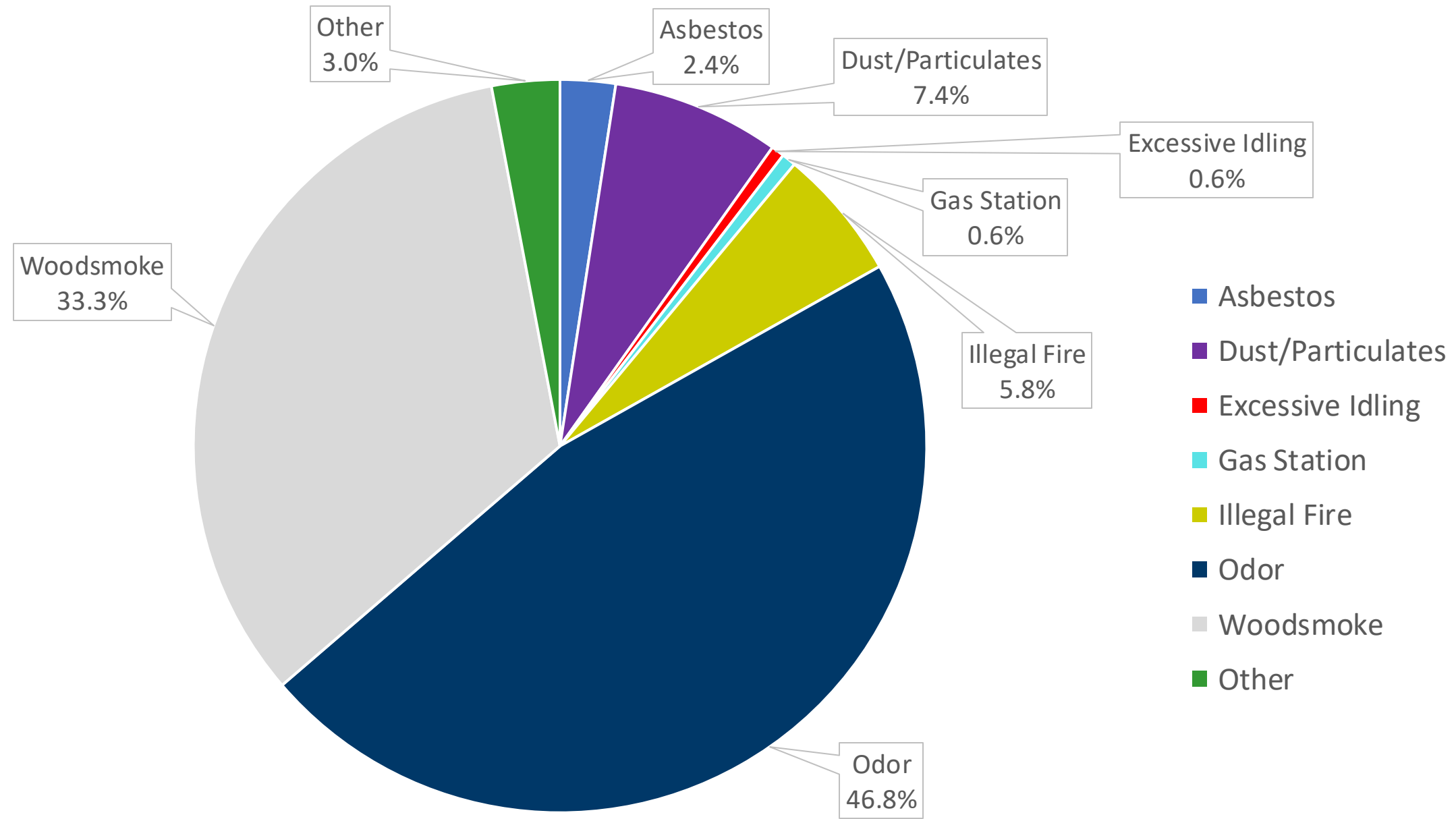
- Provide avenue for the public to communicate air quality concerns in the Bay Area
- Provide timely response to air quality complaints
- Investigate each complaint to achieve early intervention in resolving air quality problems and identifying violations
- Investigate all complaints as an impartial party to determine the facts and circumstances surrounding alleged air emission releases
- Take appropriate enforcement action following complaint investigations



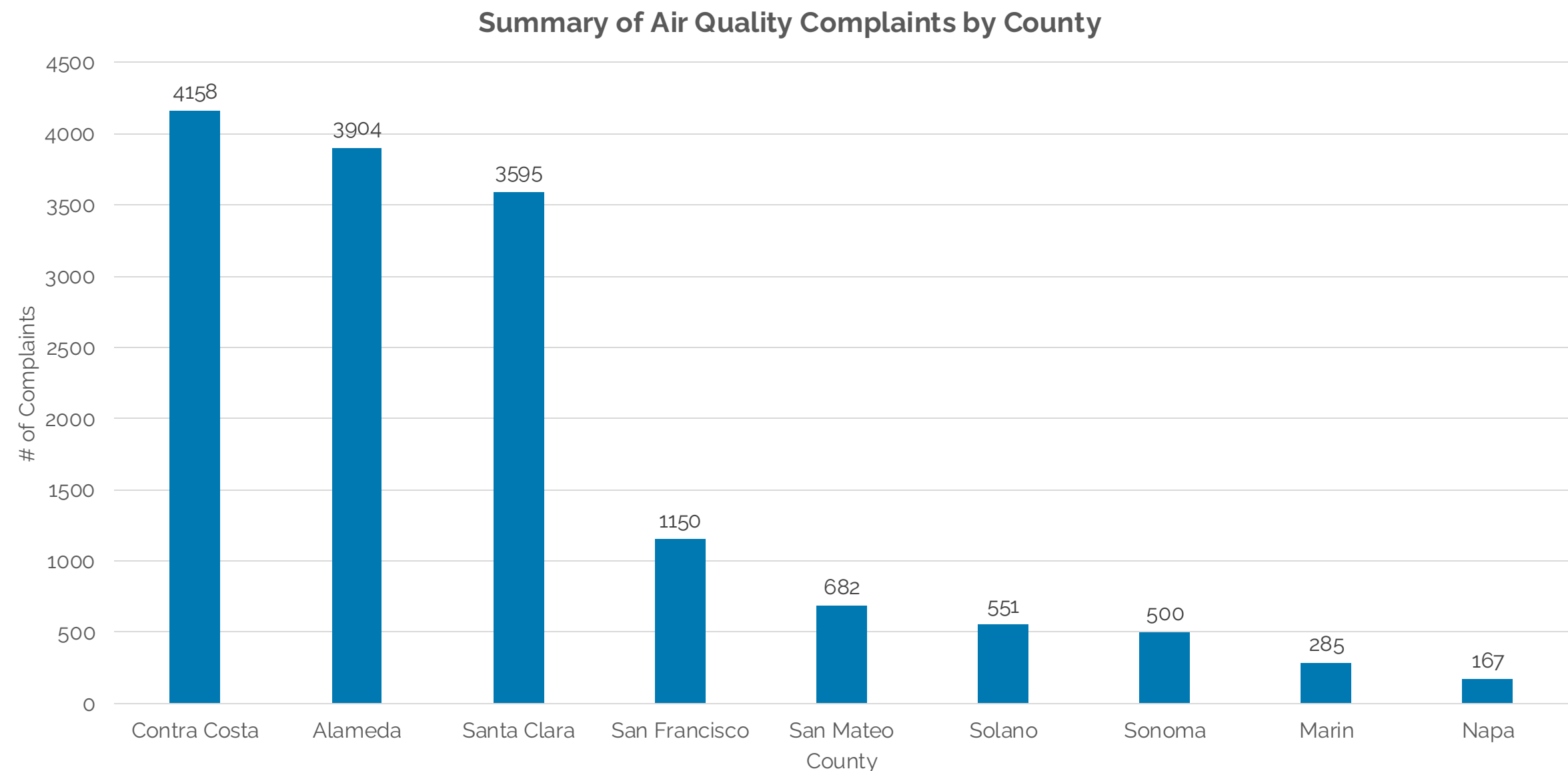
Air Quality Complaints in Bay Area (2020-2024)



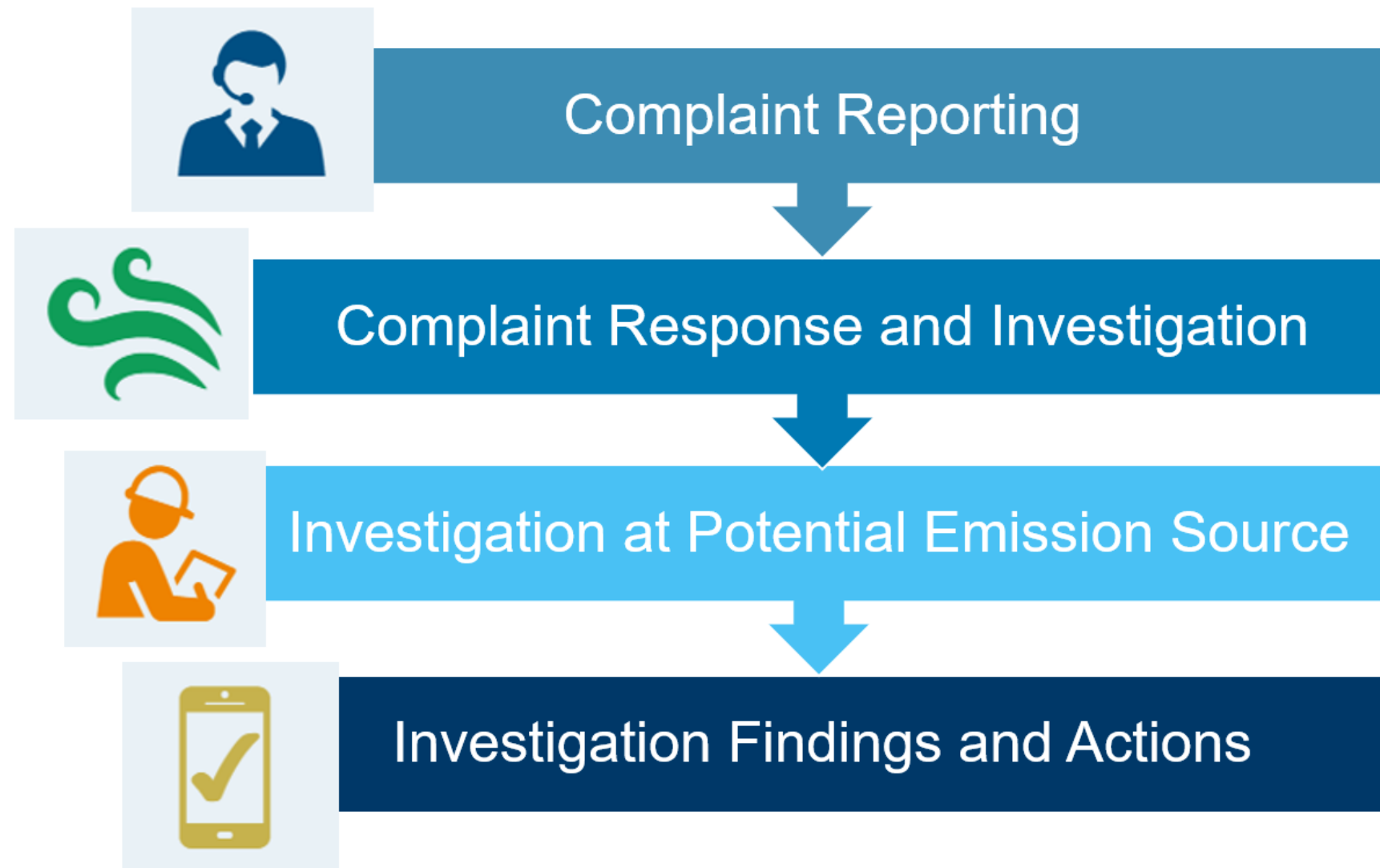
Bay Area Complaints by Type (2020–2024)



Air Quality Complaints by County (2020-2024)



Air Quality Complaint Investigation Process



Reporting an Air Quality Complaint

Report complaints by phone or online

- **PHONE: 1-800-334-ODOR(6367)**
- **ONLINE: [REPORT AN AIR QUALITY COMPLAINT](#)**
- Option to report complaints anonymously

Complaint response and investigation

- Core Business Hours
 - 7:30 am – 6:00 pm, Mon – Fri
- After Business Hours
 - 6:00 pm – 7:30 am, Mon – Fri
 - Weekends and holidays

Language interpretation service available

- Over 150 different languages

Confidentiality

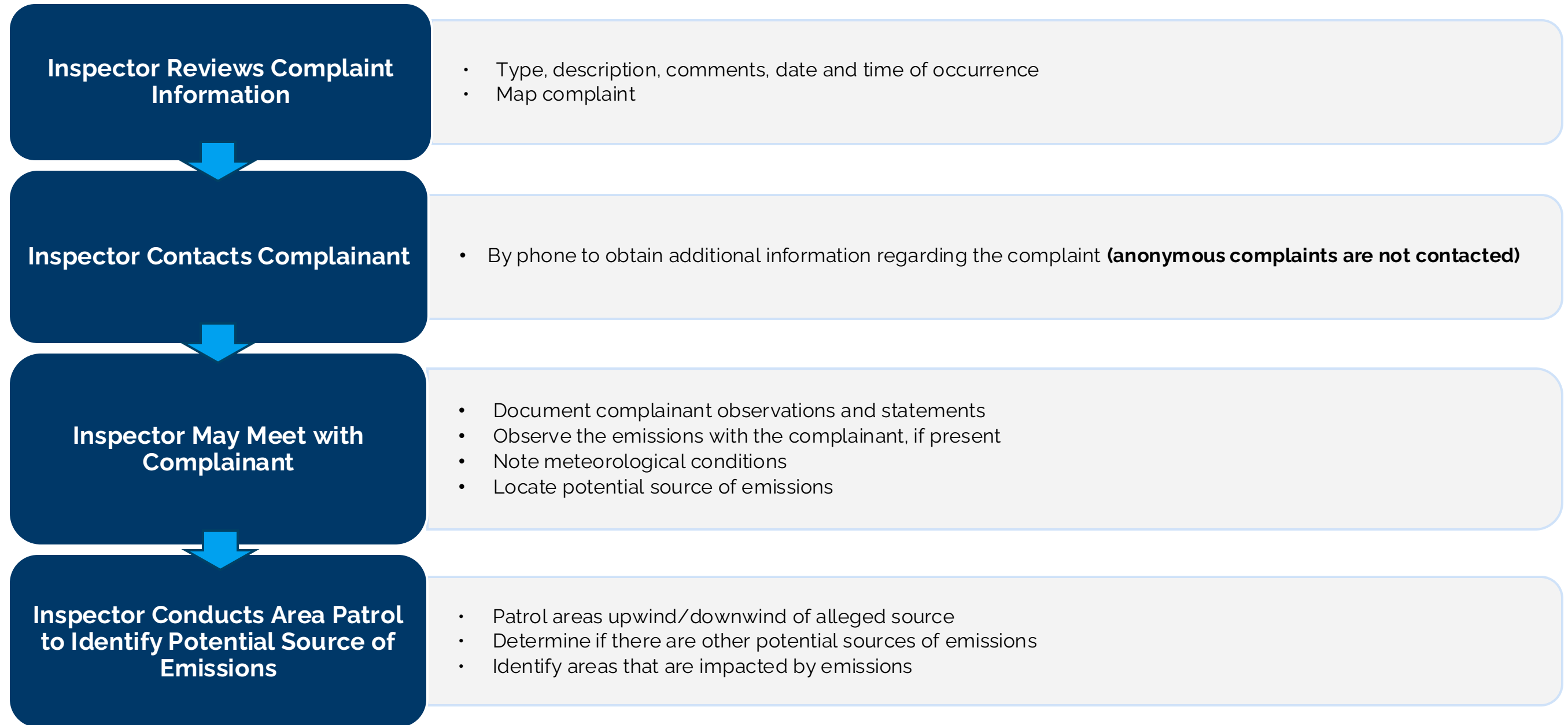
- The Air District maintains confidentiality of complaint information to the maximum extent permitted by law.

The screenshot displays the BAAQMD General Complaint form, which is organized into four main sections: 1. Complaint Type, 2. Description of the Complaint, 3. When did this occur?, and 4. Location of observed emissions. The top navigation bar includes links for GENERAL INFORMATION, LOCATION OF EMISSION SOURCE, CONTACT INFORMATION, and REVIEW & SUBMIT. Section 1, 'Complaint Type', shows 'Odor' as the selected category with an 'Edit Complaint Type' button. Section 2, 'Description of the Complaint', features a text area for a detailed description of emissions, with a character count of 0 / 256. Section 3, 'When did this occur?', contains two sub-sections: 'When did you first observe the emission?' with a date and time picker (M/D/YYYY, HH:MM, AM), and 'Is the emission occurring right now?' with 'Yes' and 'No' radio buttons. Section 4, 'Location of observed emissions', includes a text area for describing the location, with a character count of 0 / 256. At the bottom right, there are 'CANCEL', 'PREVIOUS', and 'NEXT' buttons. The footer contains links for 'Contact Us', 'Air Pollution FAQs', and 'baaqmd.gov'.

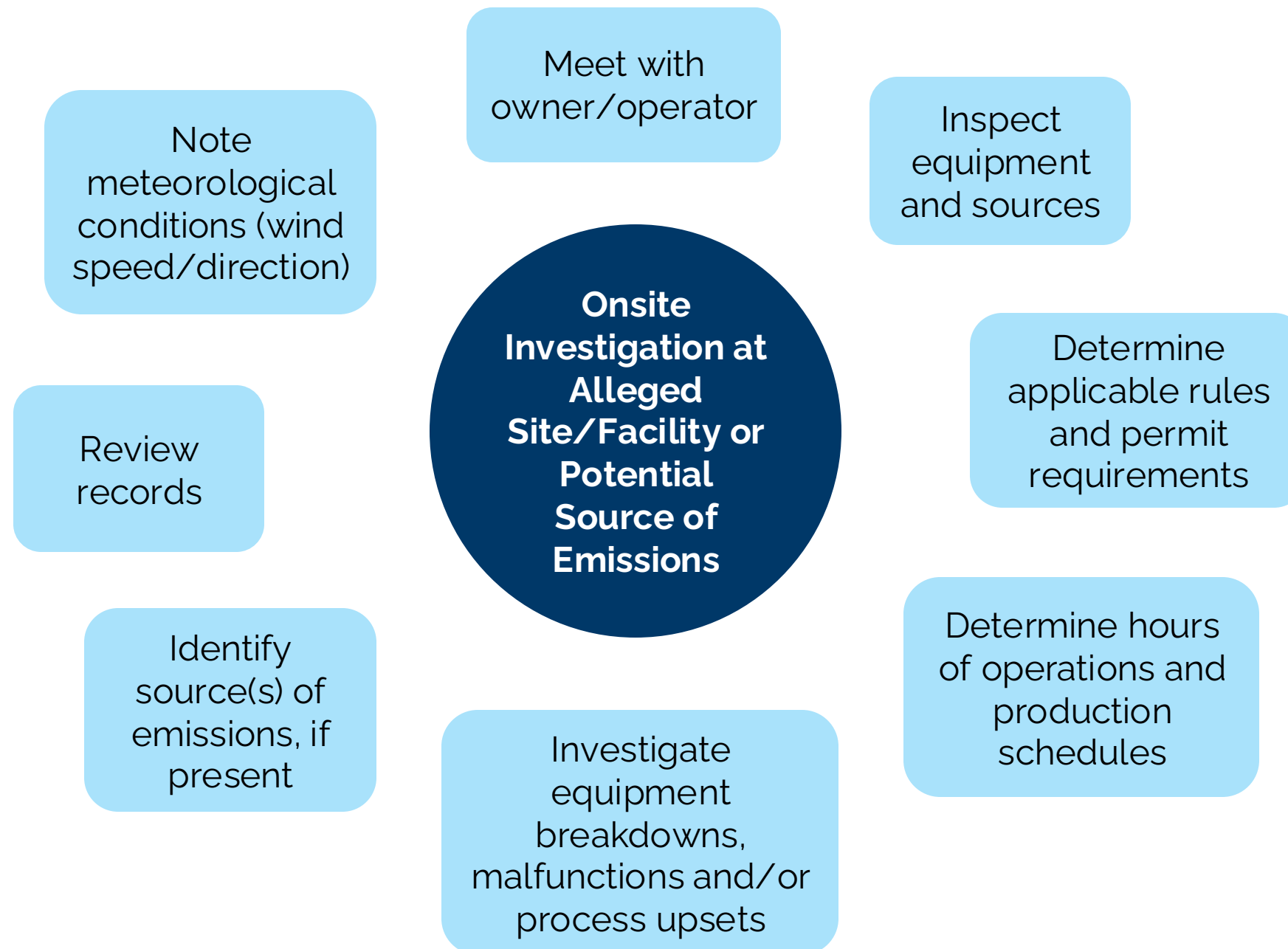
Complaint Response Time Goals

Type of Complaints	Response Time Goals During Regular Business Hours
Complaints with ongoing emissions	30 minutes
Complaints from schools, preschools, daycare, and senior centers	30 minutes
Complaints that do not have ongoing emissions	30 minutes – 2 hours
Gasoline Dispensing Facility	24 hours

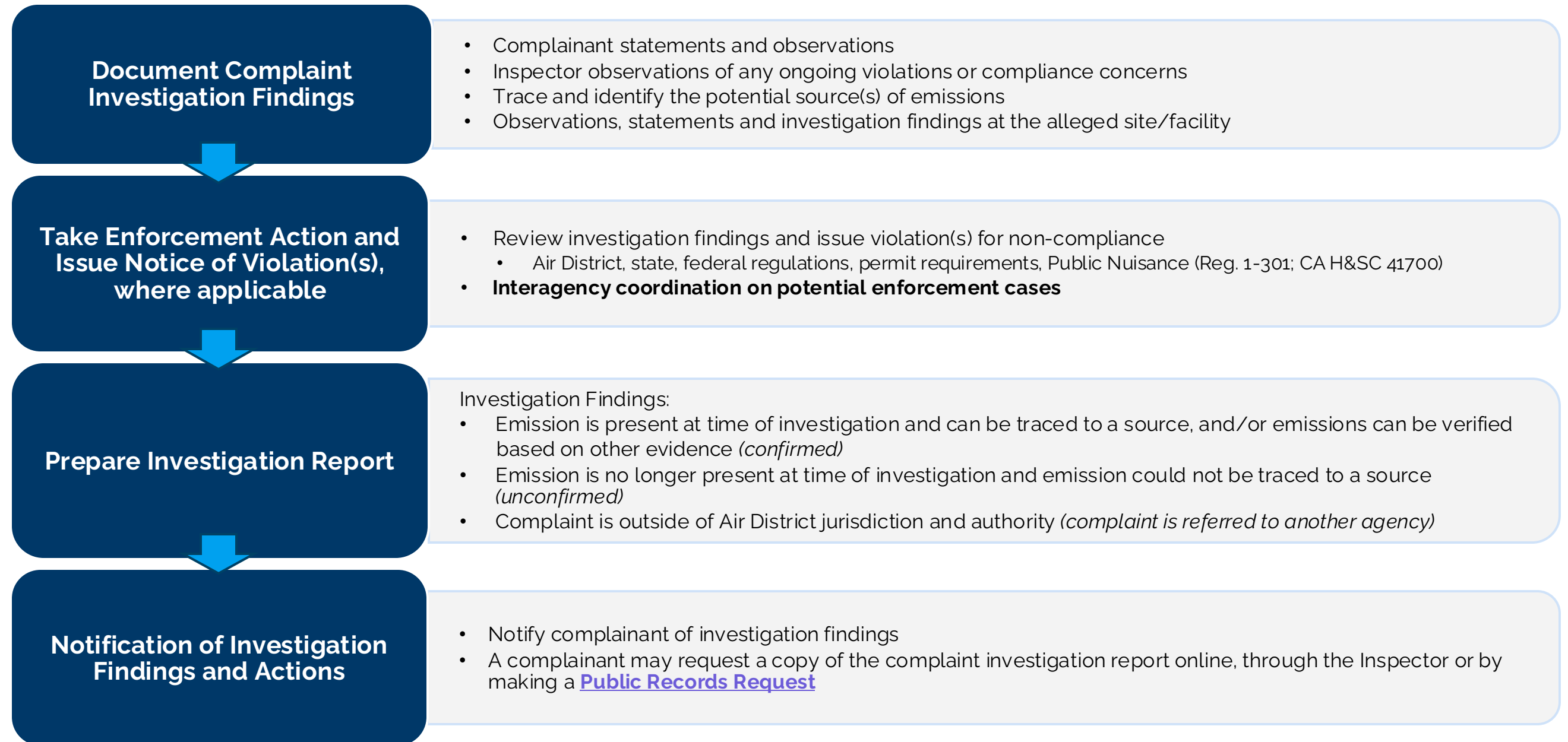
Complaint Response & Investigation



Onsite Compliance Verification Inspections



Investigation Findings and Enforcement Actions



North Richmond (94801) Complaint Summary (2020-2024)



Top Sites/Facilities in North Richmond	
Alleged Site/Facility	# of Complaints
Chevron Products Company	752
West Contra Costa County Landfill	132
Green Waste Recycle Yard	5
Chemtrade West US LLC	2

**364 complaints with no alleged site/facility info provided*

- Dust/Particulates
- Excessive Idling
- Illegal Fire
- Odor
- Other

Chevron Complaint Summary (2020-2024)



30% (5-year avg) of all complaints that allege Chevron are traced to the refinery

880 Notice of Violations were issued to Chevron

- Dust/Particulates
- Illegal Fire
- Odor
- Other

West Contra Costa Landfill (WCCSL) Complaint Summary (2020–2024)



7.5% (5-year avg) of all odor complaints that allege WCCSL are traced to the landfill

35.6% of all WCCSL complaints alleged compost odors

31 Notice of Violations were issued to WCCSL

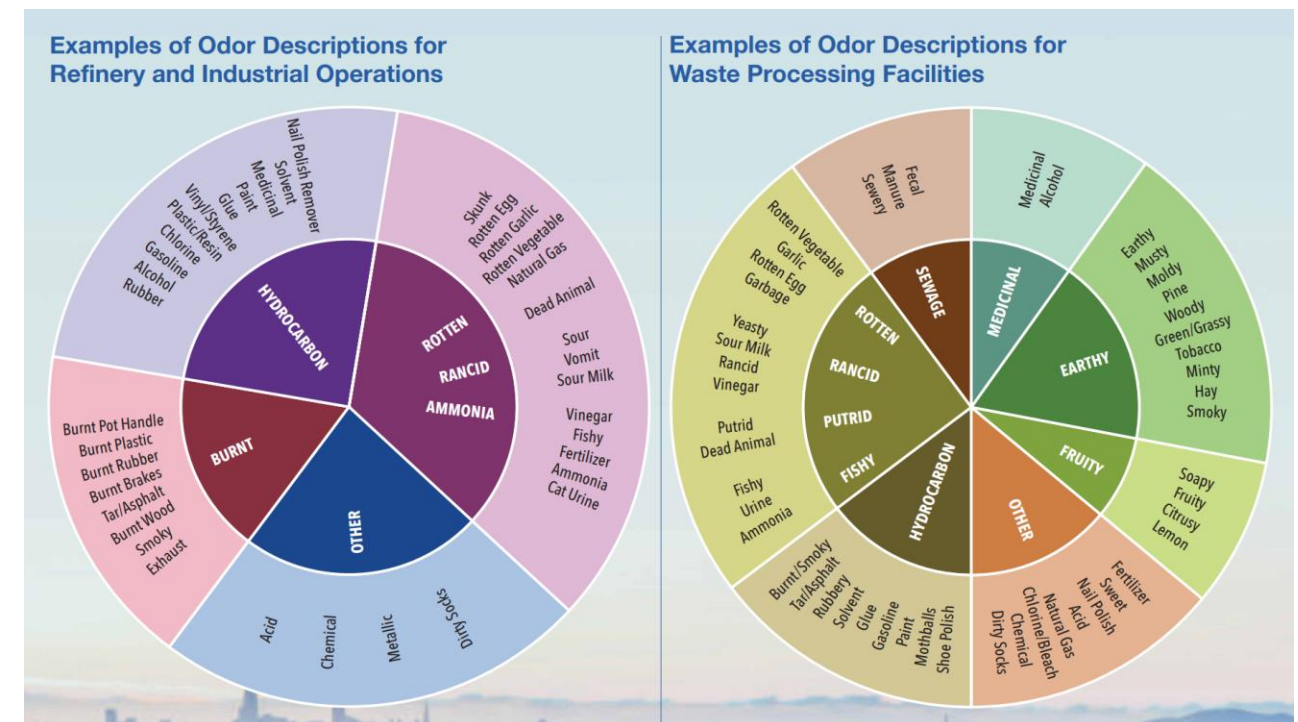
Factors that Influence Response & Investigation

- Timeliness of the reported complaint
- Meteorological conditions and the fleeting nature of emissions (e.g., wind, rain, temperature, fog, etc.)
- How many complaints were reported and pending an investigation
- Operations at the alleged site/facility
- Complaints lacking details and descriptions
- Complaints received outside business hours
- Complaints that are not within Air District jurisdiction



How Communities Can Help

- Report a complaint as soon as possible
 - **Phone: 1-800-334-ODOR(6367)**
 - **Online: <https://www.baaqmd.gov/en/online-services/air-pollution-complaints>**
- Provide detailed descriptions about the emissions when reporting an air quality complaint
- Provide supporting evidence such as photos or videos
- Share information with neighbors on how to report an air quality complaint
- [Tips for Reporting Air Quality Complaint](#)



Questions?