

Air Quality Complaint Program Overview

Presented by Tracy Lee, Compliance & Enforcement Manager

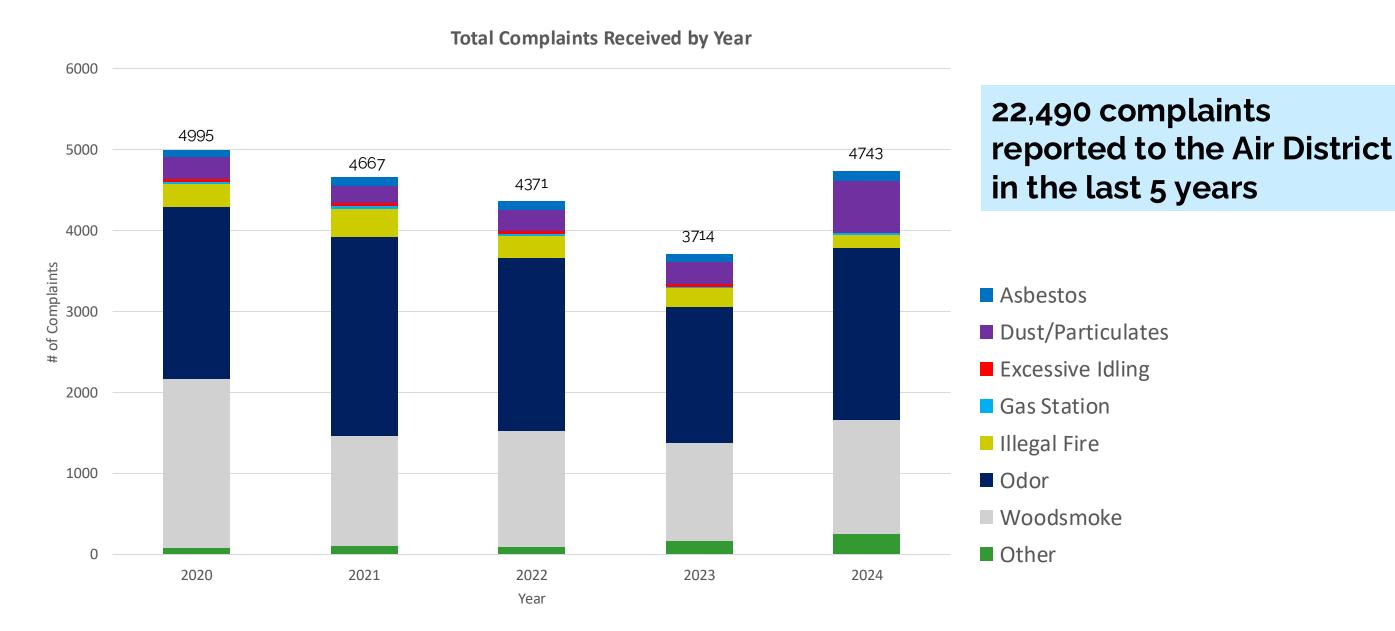
June 3, 2025

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

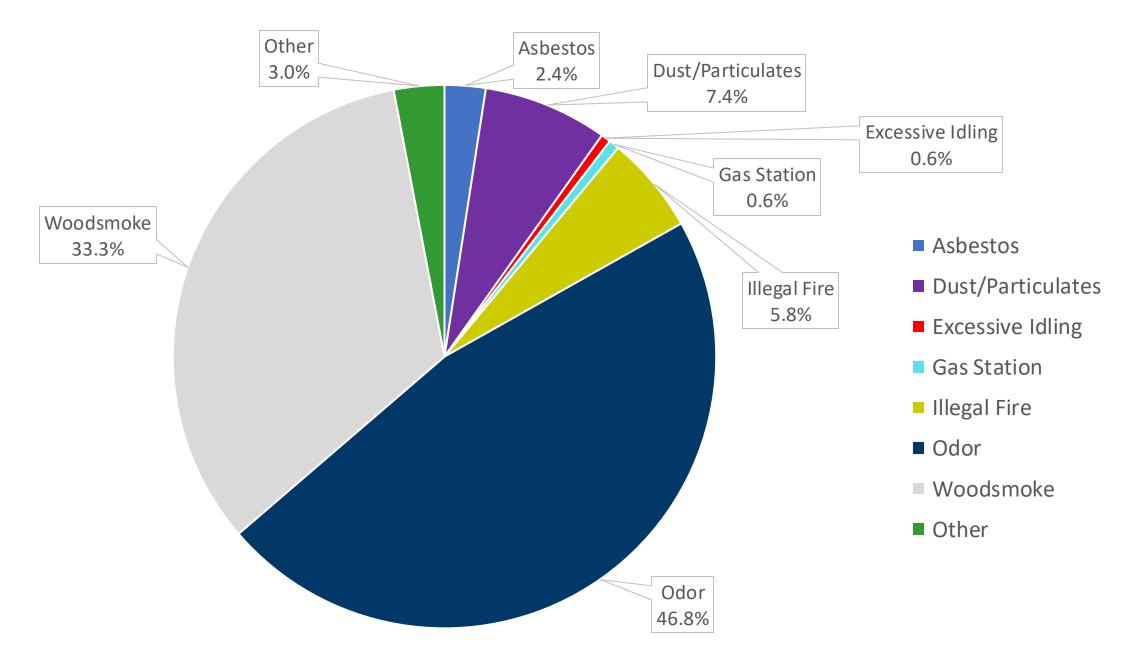


Air Quality Complaints in Bay Area (2020-2024)



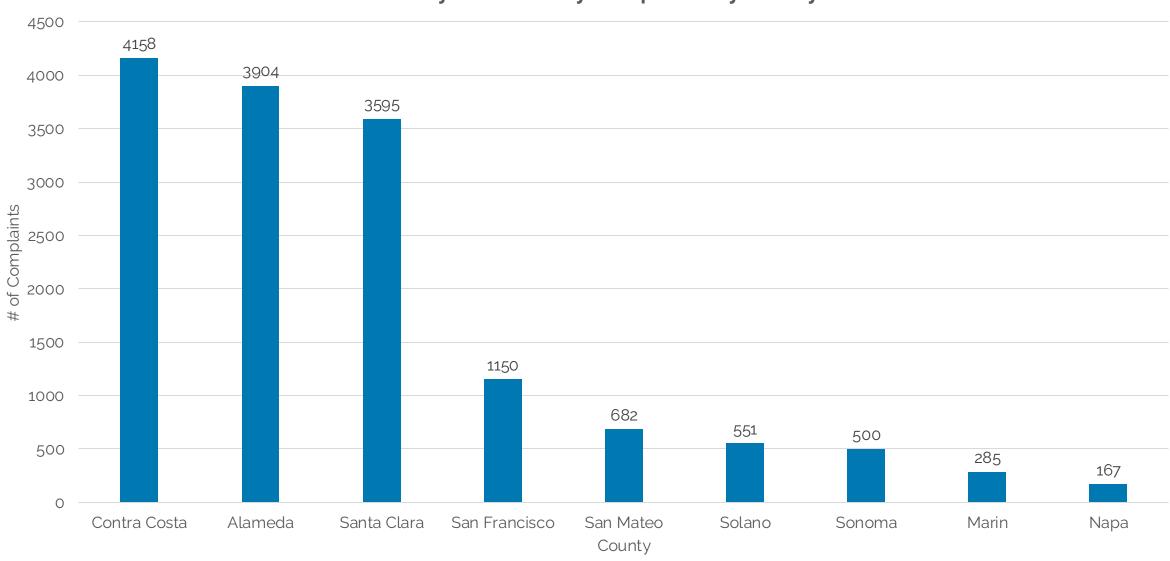
Air Quality Complaint Program Overview

Bay Area Complaints by Type (2020–2024)



Air Quality Complaints by County (2020-2024)

Summary of Air Quality Complaints by County



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

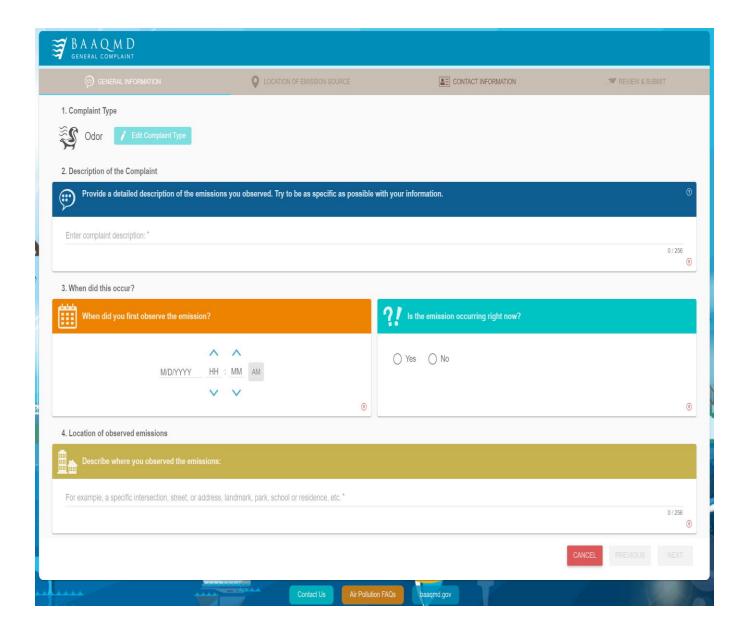
- Core Business Hours
 - 7:30 am 6:00 pm, Mon Fri
- After Business Hours
 - 6:00 pm 7:30 am, Mon Fri
 - Weekends and holidays

Language interpretation service available

Over 150 different languages

Confidentiality

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



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

Inspector Reviews Complaint Information

- Type, description, comments, date and time of occurrence
- Map complaint

Inspector Contacts Complainant

• By phone to obtain additional information regarding the complaint (anonymous complaints are not contacted)

Inspector May Meet with Complainant

- Document complainant observations and statements
- Observe the emissions with the complainant, if present
- Note meteorological conditions
- Locate potential source of emissions

Inspector Conducts Area Patrol to Identify Potential Source of Emissions

- Patrol areas upwind/downwind of alleged source
- · Determine if there are other potential sources of emissions
- · Identify areas that are impacted by emissions

Onsite Compliance Verification Inspections

Note meteorological conditions (wind speed/direction)

Review records

Identify source(s) of emissions, if present Meet with owner/operator

Onsite
Investigation at
Alleged
Site/Facility or
Potential
Source of
Emissions

Investigate
equipment
breakdowns,
malfunctions and/or
process upsets

Inspect equipment and sources

Determine applicable rules and permit requirements

Determine hours of operations and production schedules

Investigation Findings and Enforcement Actions

Document Complaint Investigation Findings

- Complainant statements and observations
- Inspector observations of any ongoing violations or compliance concerns
- Trace and identify the potential source(s) of emissions
- Observations, statements and investigation findings at the alleged site/facility

Take Enforcement Action and Issue Notice of Violation(s), where applicable

- Review investigation findings and issue violation(s) for non-compliance
 - Air District, state, federal regulations, permit requirements, Public Nuisance (Reg. 1-301; CA H&SC 41700)
- Interagency coordination on potential enforcement cases

Prepare Investigation Report

Investigation Findings:

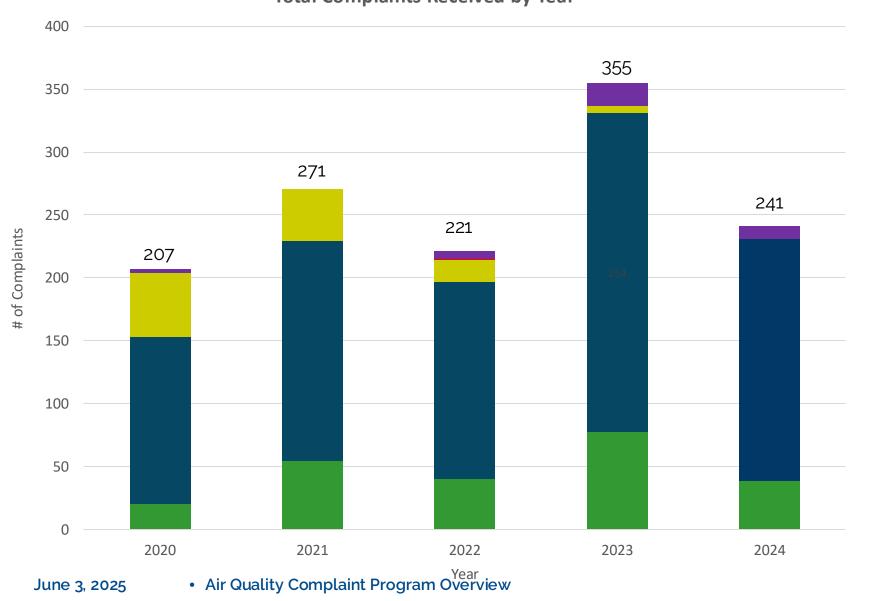
- Emission is present at time of investigation and can be traced to a source, and/or emissions can be verified based on other evidence (confirmed)
- Emission is no longer present at time of investigation and emission could not be traced to a source (unconfirmed)
- Complaint is outside of Air District jurisdiction and authority (complaint is referred to another agency)

Notification of Investigation Findings and Actions

- Notify complainant of investigation findings
- A complainant may request a copy of the complaint investigation report online, through the Inspector or by making a Public Records Request

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



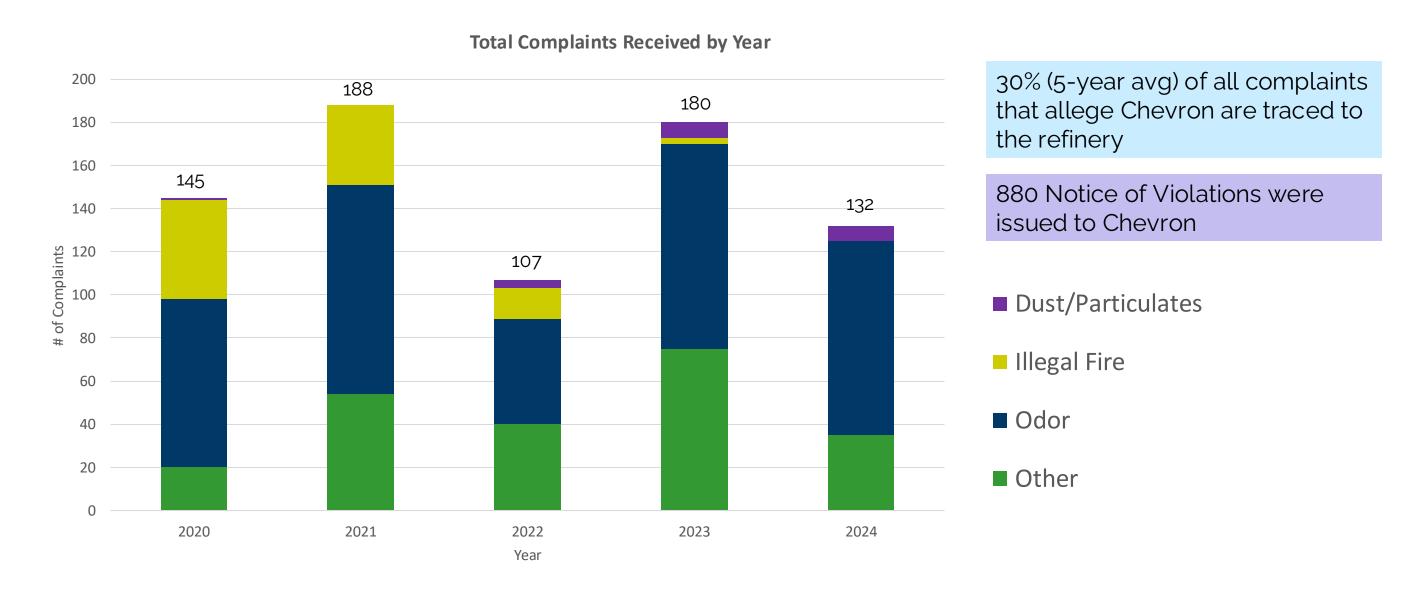


Top Sites/Facilities in North Richmond	
Alleged Site/Facility	# of Complaints
Chevron Products Company	752
West Contra Costa County Landfill	132
Green Waste Recycle Yard	5
Chemtrade West US LLC	2

*364 complaints with no alleged site/facility info provided

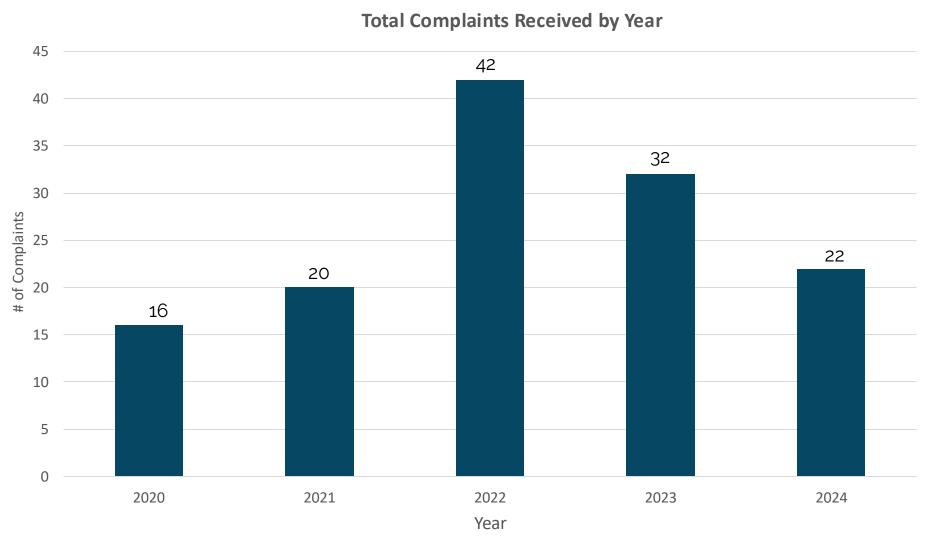
- Dust/Particulates
- Excessive Idling
- Illegal Fire
- Odor
- Other

Chevron Complaint Summary (2020–2024)



• Air Quality Complaint Program Overview

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

Odor

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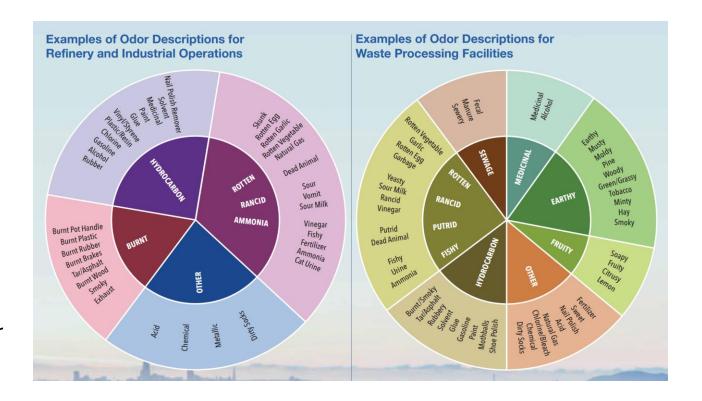
Factors that Influence Response & Investigation

- 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/onlineservices/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?