



# Bay Area Air District Complaint Program Overview

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*September 11, 2025*

# Today's Goal

Provide overview on how to report odors and air pollution



Phone

1-800-334-ODOR(6367)

Online

[myaironline.baaqmd.gov/account/complaints](https://myaironline.baaqmd.gov/account/complaints)



\*Anonymous complaints accepted\*

# About the Air District

~7 Million Population

9 Counties

18 Overburdened Communities

28 Air Monitoring Stations



# Clean Air For All

## Transparency

We are dedicated to full transparency toward holding ourselves accountable for our decisions and actions.

## Partnership

We value our partners, fostering meaningful collaboration both internally and externally to achieve shared objectives.

## Trust

We gain public trust by grounding our programs and policies in law, science, and the lived experience of our communities.

## Equity

We commit to equity and ensuring that our organizational culture fosters a diverse workforce that reflects our communities.

## Environmental Justice

We aim to integrate environmental justice principles into all aspects of our work, and we seek enhanced environmental justice outcomes for overburdened communities.

## Integrity

We lead with integrity, serving as honest and responsible stewards of public resources, basing our actions in law and science, and pioneering effective and innovative solutions in partnership with the communities we serve.



# What do we do?

- Monitor and forecast air quality
- Develop regulations
- Issue permits
- Offer climate grants
- Enforce rules
- Investigate complaints





# Air Quality Complaint Program



# Air Quality Complaint Program Objectives

- Open communication
- Timely response and early action
- Fact finding and thorough investigation
- Appropriate action and follow-up





# Types of Air Quality Complaints

## Emissions Under Air District Jurisdiction

ODORS

DUST/SMOKE/PARTICULATES

ASBESTOS

GAS STATIONS

ILLEGAL FIRES

WOOD SMOKE

SMOKING VEHICLE

OTHER



# Types of Air Quality Complaints

## Emissions Outside Air District Jurisdiction

AIRCRAFT CONTRAILS

INDOOR AIR QUALITY

RECREATIONAL BBQ

MOLD

NOISE

ODORS/DUST ASSOCAITED  
WITH AGRICULTURE

COMPOSTING ODORS

VAPING/MARIJUANA/CIGARETTE

# Reporting an Air Quality Complaint

## Report complaints

- Phone: 1-800-334-ODOR(6367)
- Online: [Report an air quality complaint](#)

## Confidentiality

- The Air District also accepts anonymous complaints

## Language interpretation services

- Over 150 different languages

The screenshot shows the 'Odor Complaint Form' from the Bay Area Air District. The form is titled 'GENERAL COMPLAINT' and 'ODOR COMPLAINT FORM'. It includes a back button to the complaints portal and a 'REVIEW & SUBMIT' button. The form is divided into sections: 1. Complaint Type (Odor), 2. Description of the Complaint (a text area for a detailed description), 3. When did this occur? (a date/time picker and a radio button for 'Are the emissions occurring right now?'), and 4. Contact Options (radio buttons for 'Do you want to be contacted?'). The form also includes a 'PREVIOUS' button and 'CANCEL' and 'NEXT' buttons at the bottom.

Bay Area Air District  
GENERAL COMPLAINT

BACK TO COMPLAINTS PORTAL / ODOR COMPLAINT FORM

GENERAL INFORMATION LOCATION OF EMISSION SOURCE CONTACT INFORMATION REVIEW & SUBMIT

1. Complaint Type.  
Odor

2. Description of the Complaint  
Provide a detailed description of the emissions you observed. Please be as specific as possible with your information.  
Enter complaint description: \*

3. When did this occur?  
When did you observe the emissions?  
Occurrence Date/Time  
Are the emissions occurring right now?  
Yes No

4. Contact Options  
Do you want to be contacted?  
Yes, I am willing to share my contact information I choose to be anonymous

PREVIOUS CANCEL NEXT

# Air Quality Complaint Investigation



## COMMUNICATION

- Goal: Acquire additional information about the complainant's experience



## INVESTIGATION

- Goal: Attempt to observe the emission and trace it back to a source



## DOCUMENTATION

- Goal: Document observations and evidence for follow-up, reports or violations



## INSPECTION

- Goal: Determine compliance of source with air quality permits and regulations



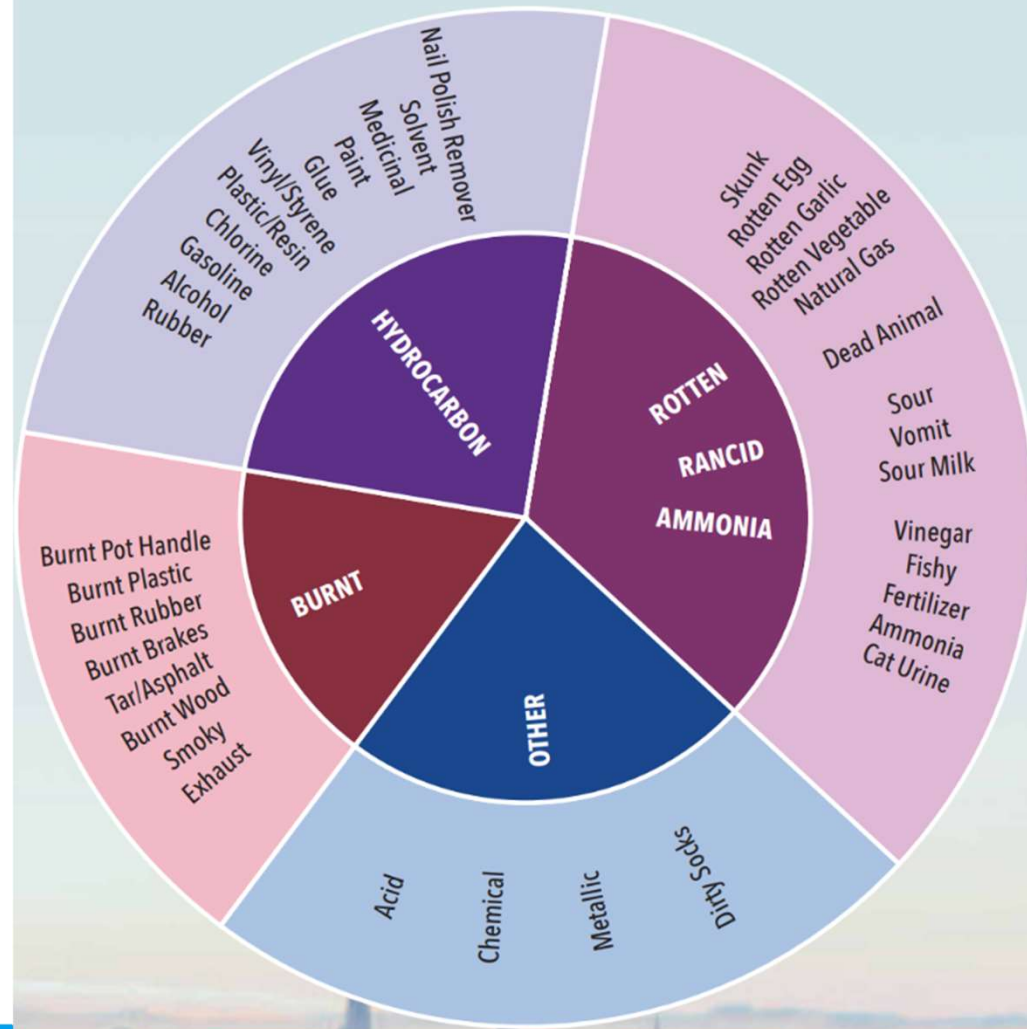
## REPORT FINDINGS

- Goal: Create a foundation of trust through transparency and accountability

# Helpful Tips

- Report the complaint as soon as possible
- Be descriptive
- Provide closest location of the emissions
- Document your observations
- Share your contact information

## Examples of Odor Descriptions for Refinery and Industrial Operations





# Additional Resources

- Sign up for Air Quality Incident Notifications on our website
- Follow the Air District on Facebook, Instagram and Twitter @bayareaairdistrict
- Sign up for Spare the Air text & email alerts for local air quality updates



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Questions?

## Sign-Up for Air Quality Incident Notifications

Opt in to receive the Air District's Air Quality Incident Notifications via email and SMS texts.

Air Quality Incident Notifications will provide Bay Area residents with timely information about significant incidents affecting regional and local air quality.

Residents can sign up to register for emails and text alerts for incidents affecting specific counties or the entire Bay Area.

**Please note:** These Air Quality Incident Notifications are a courtesy service the Air District is providing to help Bay Area residents track notable air quality incidents in their communities. They are not a replacement for other important sources of air quality information - such as local Community Warning Systems, [Spare the Air Alerts](#), the [EPA Fire and Smoke Map](#), or local media coverage - and should not be relied on as a sole source of information about local air quality events.

### **SMS Air Quality Incident Notification System Terms of Use:**


Message frequency will vary. Subscribers are expected to receive an estimated 1-15 texts per month, although potentially more, depending on the frequency of air quality incidents. Message and data rates may apply. Carriers are not liable for delayed or undelivered messages. See our Terms of Use web page for more information. Please refer to the Air District's [privacy policy](#) if you have questions about how we use the information you submit.

Reply HELP or contact: [texthelp@baaqmd.gov](mailto:texthelp@baaqmd.gov) for help or technical assistance.

Text STOP to opt out and stop receiving notifications.

# Air Quality Incident Notifications

- Text or email notification of major incidents
- Sign up at:  
[www.baaqmd.gov/en/contact-us/sign-up-for-information/air-quality-incident-notifications](http://www.baaqmd.gov/en/contact-us/sign-up-for-information/air-quality-incident-notifications)

 Sign Up for Air Quality Incident Notifications

Select the counties you would like to subscribe to, enter your email and/or cell number, and click Subscribe.

Select Counties

Counties

All Counties ☐

Alameda ☐

Marin ☐

San Francisco ☐

Santa Clara ☐

Sonoma ☐

Contra Costa ☐

Napa ☐


San Mateo ☐

Solano ☐

Email Address

Mobile Phone for SMS

and/or

 SUBSCRIBE



# Incidents and Advisories

- Timely preliminary reports on major incidents
- Reports can be found here:  
[www.baaqmd.gov/en/about-air-quality/incidents-and-advisories](http://www.baaqmd.gov/en/about-air-quality/incidents-and-advisories)



CLEAN AIR FOR ALL

Compliance and Enforcement Division

INCIDENT REPORT

February 1, 2025

MRC Refinery, Site # A0011

3485 Pacheco Boulevard Martinez, California

Around 10:45 a.m., Bay Area Air District (Air District) received its first complaint about an oily refinery smell in Martinez CA. A second odor complaint was received at 11:56 a.m. alleging the Martinez Refining Company. At 1:05 p.m., the Air District received a third odor complaint, alleging oil and gas smell. At 1:45 p.m. the Air District had already initiated an incident response to these complaints. At 1:49 p.m., the Air District received a Contra Costa County Community Warning System (CWS) Level 2 alert filed by MRC regarding a fire in the Light Oil Processing (LOP) area of the refinery. The Air District contacted MRC and dispatched staff to the area to assess the situation. It was learned that a large fire was burning in the LOP area and flaring was also occurring.




Incident Response staff arrived in the area around 2:20 p.m. and observed a large black plume and flames from the affected process unit. Visible emissions were observed to be in excess of Air District Regulation 6, Rule 1 standards. Wind at the time was 5-15 mph from the south. Air District staff were in communication with MRC and Contra County Health Department throughout the event.

Around 5:00 p.m., Contra County Health increased the CWS Level 2 warning to Level 3. As of 7:30 p.m., Air District staff received and responded to 30 complaints from the community which were alleging odors and smoke related to the incident. Reports at this time from the refinery indicate that the source of the fuel for the fire has been isolated, and the fire is considerably smaller in size. Winds were expected to remain from the south throughout the evening.

The Air District's investigation of this event is ongoing, and we will provide additional updates when we obtain further information.

# Other Helpful Tips

- Emission Log for documentation
- Bay Area Air District full Complaint Policy and Procedure is available here: [www.baaqmd.gov/en/online-services/air-pollution-complaints/complaint-policy-and-procedures](http://www.baaqmd.gov/en/online-services/air-pollution-complaints/complaint-policy-and-procedures)

 BAY AREA AIR QUALITY MANAGEMENT DISTRICT		<b>Emissions Log</b> <i>To Report a General Air Quality Complaint, call the 24-hr Toll-Free Complaint Line: <b>1-800-334-ODOR [6367]</b> To Report a Woodsmoke Complaint: 1-877-4NO-BURN To Report a Smoking Vehicle Complaint: 1-800-EXHAUST</i>		
Name of Alleged Facility/Site: _____				
Address of Alleged Facility/Site (Cross Street or Landmark if address is unknown): _____				
Date & Time of Observations	Type of Emissions	Description of Emissions Observed	Emission Intensity (1-5)	Where You Observed the Emissions
Date & Time: _____ Day of the Week: _____	<input type="checkbox"/> Odor <input type="checkbox"/> Smoke <input type="checkbox"/> Dust <input type="checkbox"/> Other _____			
Date & Time: _____ Day of the Week: _____	<input type="checkbox"/> Odor <input type="checkbox"/> Smoke <input type="checkbox"/> Dust <input type="checkbox"/> Other _____			
Date & Time: _____ Day of the Week: _____	<input type="checkbox"/> Odor <input type="checkbox"/> Smoke <input type="checkbox"/> Dust <input type="checkbox"/> Other _____			
Date & Time: _____ Day of the Week: _____	<input type="checkbox"/> Odor <input type="checkbox"/> Smoke <input type="checkbox"/> Dust <input type="checkbox"/> Other _____			
Date & Time: _____ Day of the Week: _____	<input type="checkbox"/> Odor <input type="checkbox"/> Smoke <input type="checkbox"/> Dust <input type="checkbox"/> Other _____			

# Types of Air Quality Complaints

## Partnering Agencies

### Contra Costa County

- Environmental Health
- Hazardous Materials
- Agriculture/ Weights & Measures
- Code Enforcement
- Fire Protection District