



**BAY AREA  
AIR QUALITY  
MANAGEMENT  
DISTRICT**

# **Air Pollution Complaint Process Overview**

**Stationary Source Committee  
July 30, 2018**

**Patrick Wenzinger  
Air Quality Specialist**

# Overview

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- Air Quality Complaint
- Types of Complaints
- Public Nuisance
- Complaint Process
- Next Steps

# Air Quality Complaint

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An air quality complaint is a concern that is communicated to the Air District alleging a realized or potential injury, detriment, annoyance or nuisance occurring as a release or potential release of air contaminants or other materials.



# Types of Complaints

- Odors
- Dust/Particulates
- Fire/Smoke
- Excessive Idling
- Asbestos
- Gasoline Dispensing Facilities
- Residential Wood Smoke
- Smoking Vehicles

# Public Nuisance

“No person shall discharge from any source whatsoever such quantities of air contaminants or other material which cause injury, detriment, nuisance or annoyance to any considerable number of persons or to the public, or which endanger the comfort, repose, health or safety of any such persons or the public, or which cause, or have natural tendency to cause injury or damage to business or property.”

CA Health & Safety Code 41700  
District Regulation 1-301

# Air Quality Complaints

- Public may file complaints at:
  - Complaint Line: 1-800-334-ODOR
  - Online: [www.baaqmd.gov/complaints](http://www.baaqmd.gov/complaints)
- On-call staffing available 24 hours a day including weekends and holidays
- Language translation services available










## COMPLAINT OVERVIEW

You may report complaints in these nine Bay Area counties: Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, south-western Solano and southern Sonoma. We investigate every single complaint. In order to be successful we need you to answer a few questions.





If you have questions,  
please call the BAAQMD  
complaint line:  
**1-800-334-ODOR (6367)**

### What type of complaint is it?

- |   |   |
|---|---|
| <input type="radio"/> Asbestos                                       | <input type="radio"/> Gas Station    |
| <input type="radio"/> Dust/Particulates                              | <input type="radio"/> Odor   |
| <input type="radio"/> Excessive Idling                               | <input type="radio"/> Smoking Vehicle <br>(or report using<br>1-800-EXHAUST) |
| <input type="radio"/> Fire/Smoke (NOT<br>residential Wood<br>Smoke)  |   |

**For these complaints you will be directed to another site:**

- Idling or Smoking Locomotive 
- Wood Smoke 

Listed below are types of complaints that may be outside of BAAQMD's Jurisdiction: 

- Aircraft Emissions
- Burning Incense
- Cigarette Smoke
- Contrails/Chem Trails
- Dumping into a Drain
- Insect Infestation
- Lead
- Leaf Blowers
- Manure Spreading for Agricultural Purposes
- Mold
- Mosquitoes
- Noise
- Odor or Dust associated with Crop Growing or Live Stock Raising
- Red Tide
- Residential Barbeque
- Restaurant Garbage Containers
- Stagnant Water

CANCEL

CONTINUE TO NEXT STEP 



# Complaint Process



# Complaint Response

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- Complaints prioritized to ensure timely response
- 60 Inspectors
- Staff geographically assigned across 9 counties
- Initial contact by phone

# Complaint Investigation

- Meet with complainant in-person
- Patrol complainant's location and surrounding area
- Conduct investigation at source of emissions
- Inspect source for compliance with regulations
- Gather operational information and data

# Investigation Findings

- Determine complaint status – confirmed or unconfirmed
- Determine magnitude of the complaint
- Determine if Public Nuisance is triggered
- Take enforcement action if necessary
- Work with local agencies to resolve compliance concerns

# Next Steps

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- Review and update existing complaint policy
- Enhance electronic complaint system
- Engage early with community (late 2018/early 2019)



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# **Amending Regulation 7 (Reg. 7) Odorous Substances**

**Stationary Source Committee  
July 30, 2018**

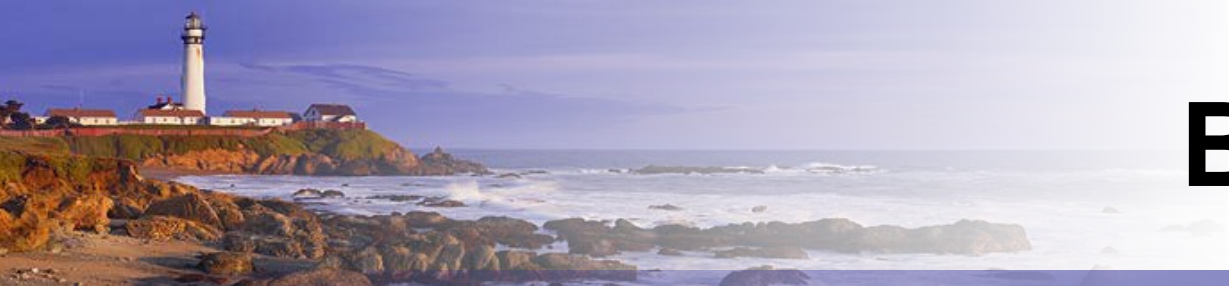
**Alona Davis  
Compliance and Enforcement Division**

**Eric Stevenson  
Meteorology and Measurements Division**

A photograph of the San Francisco skyline at dusk, with the city lights reflecting on the water. A large sailing ship is visible in the foreground on the left. The title "Presentation Outline" is overlaid on the right side of the image in a large, bold, black font.

# Presentation Outline

- Background
- Reg. 7 Applicability & Standards
- Rule Development Concepts & Strategies
- Odor Detection Technologies
- Challenges & Next Steps



# Background

- **1972** – Reg. 7 adopted to address odors from refineries, sewage treatment plants and rendering plants
- **1976** – Amended to address odors from kraft pulp mills and to set general limitations on odorous substance
- **1982** – Amended for structural purposes






# Background (cont.)

## Why Amend Regulation 7?

- Update requirements to reflect a broader range of odor sources
- Address community odor concerns
- Improve enforceability
- Consider use of new technologies

The background of the slide features a scenic view of the Golden Gate Bridge in San Francisco, California. The bridge's iconic orange-red towers and suspension cables are visible against a clear blue sky. In the foreground, the water of the bay is visible, and a large, light-colored building, likely a government or institutional structure, sits on a hillside. The overall scene is bright and clear.

# Current Reg 7 Applicability

- Complaints from 10 or more citizens alleged within a 90-day period
- Limits are effective until facility receives no complaints for 1 year
- Applicable again after 5 or more complaints within a 90-day period



# Current Reg 7 Standards

- Limits odors at emission source and property line
- Limits emission concentration for 5 odorous compounds
  - › Mercaptans, dimethylsulfide, ammonia, trimethylamine, and phenols

A background image of a forest with large trees and ferns, partially obscured by a white overlay on the right side.

# Rule Amendment Concepts

- Amend Applicability triggers
- Add Odor Management Plan requirement
- Revise Odor Standards
  - › Broaden Limits on Odorous Compounds to include wider range of odorous industries



# Rule Amendment Strategies

- Assess efficacy of current standards
- Research other agency odor rules
- Collaborate with California Air Resources Board (CARB)
- Identify odor management plan key components
- Develop and test new detection methods to measure odorous compounds
- Develop property line concentration standards

A photograph of the Golden Gate Bridge in San Francisco, California, spanning across the water. The bridge's iconic orange-red towers and suspension cables are visible against a clear blue sky. In the foreground, there's a body of water and some greenery on the left side.

# Odor Detection Technologies

- Sampling methods are critical
- Low level detection is required
- High time resolution is required



# Odor Detection Technologies (Cont.)

	<b>Compounds Types Detected</b>	<b>Detection Limit</b>	<b>Analysis Type</b>
<b>Sorbent Tube Sampling</b>	Single compound measured at a time	ppb	Lab analysis of samples
<b>HAPSITE – Gas Chromatograph/ Mass Spectrometer</b>	Narrow spectrum of organic compounds only	ppb	Instantaneous measurement in field (semi-portable)
<b>Proton Transfer Reaction - Mass Spectrometer</b>	Broad spectrum of organic and inorganic compounds	ppt	Instantaneous measurement in field (van-mounted)
<b>Other Technology</b>			



# Challenges

- People have different odor sensitivities
- Perception that odor regulation needs to be more science-based
- Numerous odorous compounds across a variety of sources and operations
- Identifying odor detection technologies useful for enforcement





# Next Steps

- Timeline dependent on field testing of odor detection technologies and method development
- October/November 2018 - Early Engagement
- Early 2019 - Workshops
- Late 2019 - Board Hearing / Rule Adoption

# Improving Neighborhood Air Quality





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AB 617 Overview

2

Community Recommendations

3

Priority District Activities

4

What's Next

# 1 AB 617 Overview

## Program Goals

- Community Participation
- Eliminate Air Quality Disparities
- Reduce Health Burdens
- Continuous Evaluation and Improvement

# 1 AB 617 Overview

Community  
Input

Available  
Information



Select All  
Communities



Prioritize Communities



Monitoring

and/or

Action Plan

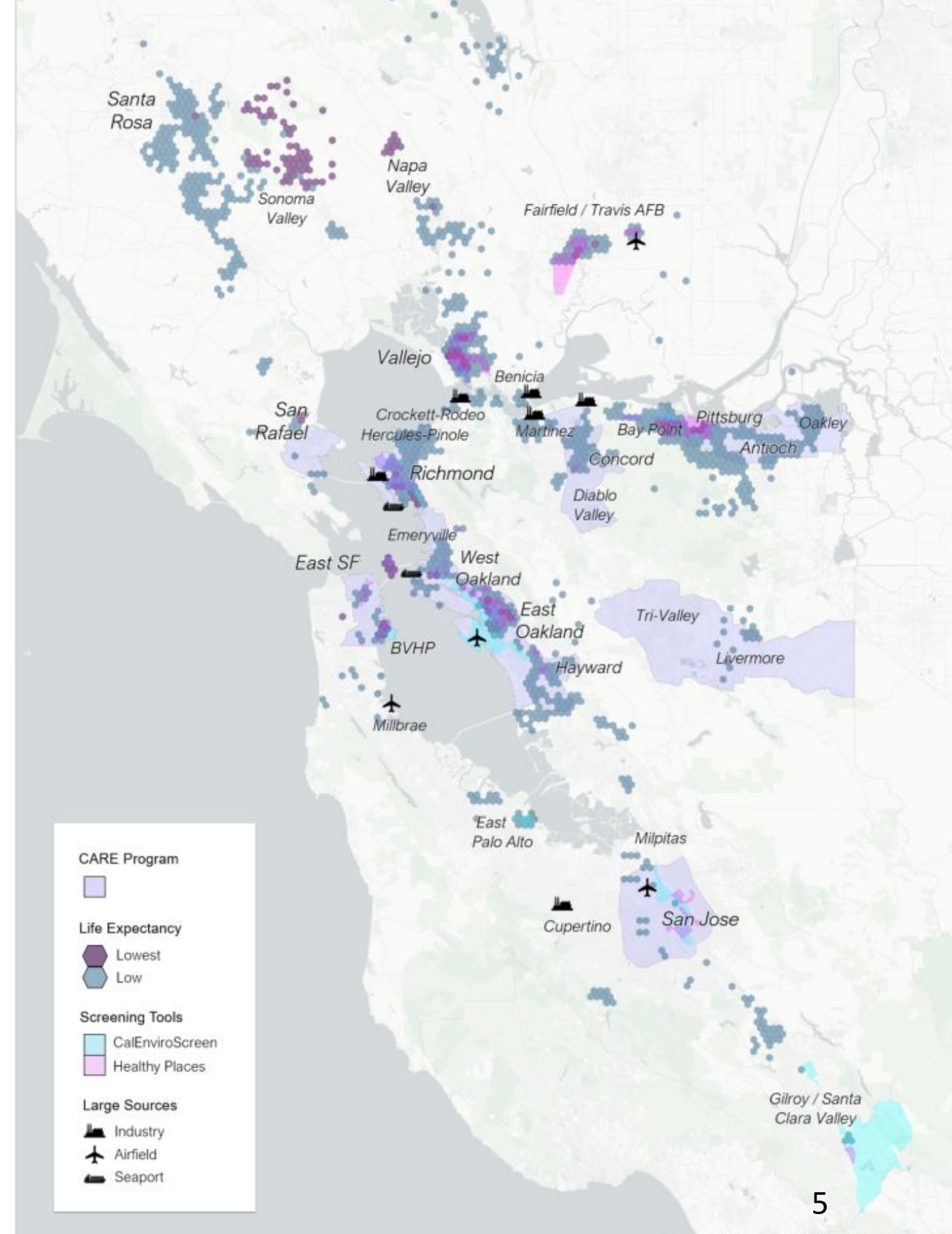
*AB 617 requires state to  
select additional  
communities for monitoring  
and/or action plans  
annually, beginning  
Oct 2019*

# 2

## Community Recommendations

# All Communities

- Community Air Risk Evaluation (CARE)
- Areas with large sources
- Areas with health and pollution impacts
- Areas with low life expectancy



## 2 Community Recommendations

### Criteria Used to Prioritize Communities

#### Air Quality

Fine particles  
Toxics

#### Health

Life expectancy  
Lung disease  
Heart disease

#### Other

Known sources  
Air quality data  
Previous planning  
Collaboration  
Capacity

2

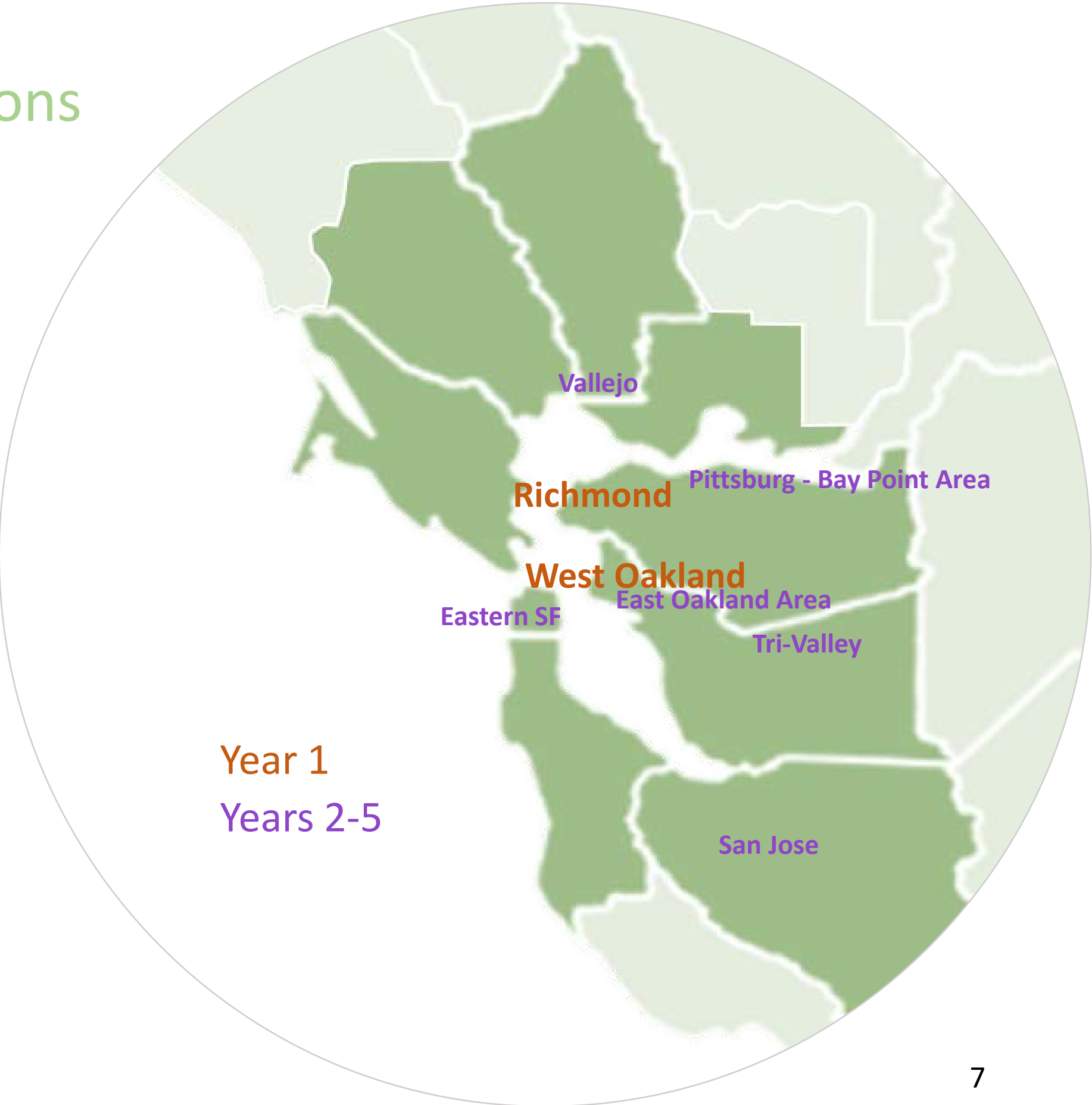
# Community Recommendations

## Year 1

West Oakland – action plan

Richmond – monitoring plan

*Public comment period July 5 through July 16; some comments received*





# Woodsmoke Communities

*Actions*

- Provide additional incentives toward replacement of older wood-burning devices for cleaner heating alternatives
- Consider additional strategies to strengthen wood burning regulation (Rule 6-3) and enforcement

# Landfill/Organics Communities

## *Actions*

- Amend odor regulation (Reg 7) to strengthen odor standards and enhance enforceability of the rule
- Develop new regulations that limit organic emissions, methane and climate pollutants; Ensure best management practices at landfills/organics recovery facilities
  - Significant Methane Release (Rule 13-1)
  - Organics Material Handling (Rule 13-2)
  - Compost Operations (Rule 13-3)
- Research and test new odor detection technologies
- Update District Complaint Policy
- Joint partnership and commitment with South Bay Odor Stakeholder Group to develop a regional odor study to address Milpitas odor concerns
- Mitigate health risks from new and modified sources, Rule 2-5

# Other Large Source Communities

*Actions*

- New refinery rules to require fence line monitoring and emissions tracking, Rule 12-15
- Reduce health risks from facilities that have the highest health impacts, Rule 11-18
- Review new permitting practices to further reduce local emissions and exposure
- Mitigate health risks from new and modified sources, Rule 2-5
- Further emissions reductions through improved control technology – Best Available Retrofit Control Technology (BARCT)

# BARCT Implementation Schedule

*Actions*

- AB 617 requirements to develop an expedited schedule for implementing BARCT at industrial Cap-and-Trade sources
- Released concept paper and project scopes in May 2018
- Conducted stakeholder meetings, received public comments, and continued coordination with ARB
- Further technical assessment/research, review and analysis of AB 617 requirements
- Revised schedule and list of potential rule development projects
- Six potential rule development projects
- Releasing revised draft schedule, Workshop Report, and CEQA Initial Study
- Upcoming public outreach

# BARCT Implementation Schedule

*Actions*

<u>Rule Development Projects</u>	PM	NOx	ROG	SO <sub>2</sub>
Organic Liquid Storage Tanks			<b>X</b>	
Petroleum Wastewater Treating			<b>X</b>	
Portland Cement Manufacturing	<b>X</b>			<b>X</b>
Refinery Fluid Catalytic Crackers and CO Boilers	<b>X</b>			<b>X</b>
Refinery Heavy Liquid Leaks			<b>X</b>	
Petroleum Coke Calcining		<b>X</b>		

### AB 617 Funds - Last Year (FY2017/18)

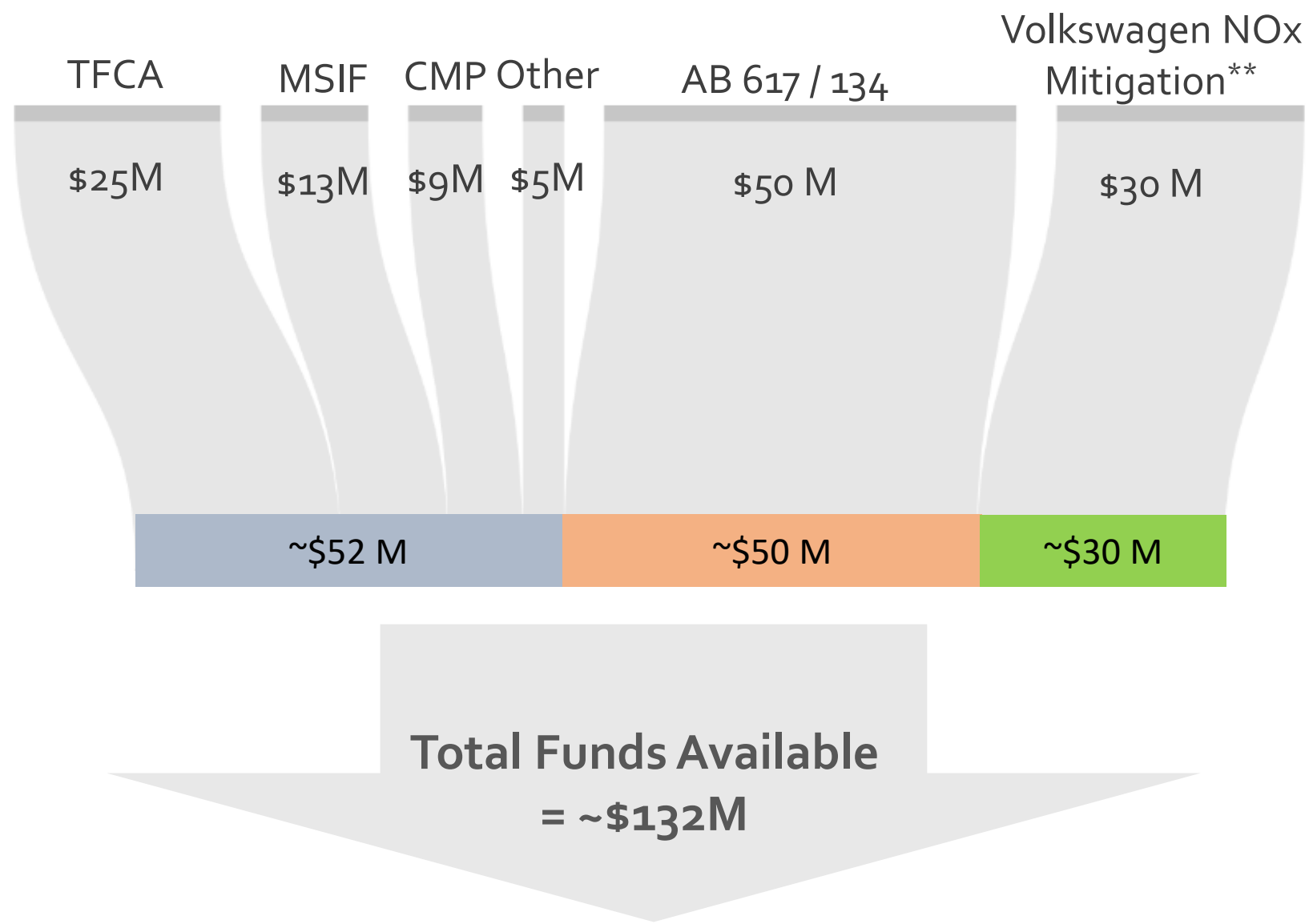
- \$50 million to Bay Area for local emission reduction projects: clean trucks, buses, locomotives, construction and agriculture equipment
- Over \$1 million to Bay Area communities for technical assistance

### This Year (FY2018/19)

- Approximately \$50 million to Bay Area for mobile and **stationary source** emission reduction projects as well exposure reduction measures
- Up to \$10 million statewide for technical assistance

# What's Next

## All Community Funds Available



**Key:**

- TFCA** – Transportation Fund for Clean Air
- MSIF** – Mobile Source Incentive Fund
- CMP** – Carl Moyer Program
- Other** – Other federal, state, and settlement funds
- VW** – Volkswagen NOx Mitigation Funds
- AB 617/134** – Community Air Protection Program

Note: Funding amounts include project and administrative costs.

**\*As of July 2018**

\*\*Total Volkswagen funding is \$423M statewide, which will be dispersed over a 4- to 6-year period. Staff projects that as much as 33% of this funding could go to projects located in the Bay Area.

- Work with communities to prepare for action and/or monitoring plans
- Establish community partnerships and relationships
- Develop a shared understanding of local air quality and other related concerns
- Community-led sensor program