

AIR QUALITY COMPLAINT PROGRAM

AIR QUALITY COMPLAINTS

The Air District receives approximately 5,000 air quality complaints annually from members of the public. Investigating and resolving these complaints is one of our highest priorities to minimize outdoor air pollution. Each air quality complaint received is investigated to ensure compliance with air quality regulations.

Types of General Air Quality Complaints

- Odors
- Dust
- Smoke/fire
- Other air pollutants, e.g. asbestos

Emitted from . . .

- Industrial plants
- Refineries
- Local businesses
- Gas stations
- Residential wood burning
- Outdoor fires
- Construction sites
- Asbestos from renovation and demolition
- Idling trucks and buses
- Smoking vehicles

HOW TO FILE A COMPLAINT

Report an air quality complaint to the Air District by phone or online as soon as possible when emissions are occurring. Include your observations and as many details as you can about the emissions and its location. Providing your contact information will allow the inspector to contact you by phone or in person regarding the investigation, however you may also choose to file a complaint anonymously.

COMPLAINT REPORTING TIPS

If you are reporting an odor, try to associate the smell with a commonly known odorous substance or material like rotten eggs, spoiled cabbage, burnt plastic, swimming pool chlorine, garlic or asphalt. Useful descriptive words include oily, musty, metallic, pungent, sweet, sour, light, or heavy. Also note if the odor is steady or intermittent, and the date and time at which the odor occurred. Providing specific details can help us better identify the source. Guidance information and helpful tips when filing an air quality complaint can be found on our website.

Report an Air Quality Complaint Online:

www.baaqmd.gov/complaints



Report an Air Quality Complaint by Phone via our 24-hour toll-free complaint line:

General Air Quality Complaints: 1-800-334-ODOR

Residential Wood Smoke Complaints: 1-877-4NO-BURN

Residential wood smoke and smoking vehicles complaints are handled differently. For more information, please visit www.baaqmd.gov/complaints.



**BAY AREA
AIR QUALITY
MANAGEMENT
DISTRICT**



HOW WE HANDLE YOUR COMPLAINTS

1 The reported air quality complaint is assigned to an Inspector by one of our dispatchers.



2 Inspector reviews the complaint details you provided and conducts an investigation to identify the source and cause of emissions. The inspector may call or meet with you in person as part of the investigation.



3 Inspector conducts an inspection at the alleged site/facility to determine compliance with applicable air quality regulations. If a violation of Air District, state or federal air quality regulations is discovered, enforcement action will be taken. A violation generally results in a fine intended to discourage repeat violations.



4 Inspector documents the findings of the investigation and inspection at the alleged site. The inspector may also notify and work with other regulatory agencies to mitigate and resolve compliance concerns.



5 The inspector's complaint report outlines the findings and results of the investigation. You may request a copy of the Inspector's report when filing the complaint, or by making a Public Records Request on our website. For more information on our Complaint Policy and Procedures, visit baaqmd.gov.



LANGUAGE INTERPRETATION SERVICE

The Air District offers language interpretation service over the phone for more than 150 languages. To access this service, call us at 1-800-334-ODOR and state the language you prefer once you are connected to a dispatcher. A list of available languages is found at www.baaqmd.gov/complaints.

CONFIDENTIALITY

The Air District will maintain complainant information such as name, address and telephone number, confidential to the fullest extent permitted by law. Such information may only be released under very limited circumstances and is not routinely released.

PUBLIC NUISANCE LAW AND AIR DISTRICT REGULATIONS

Facilities can be cited for violating the State of California's public nuisance law, which prohibits emissions that cause negative impacts to any considerable number of persons or to the public (California Health and Safety Code §41700).

Facilities can also be cited for violating one or more of the Air District's air quality regulations. Learn more about Air District rules and regulations at www.baaqmd.gov/rules.

EQUITY

The Air District is dedicated to protecting and improving air quality in the many diverse communities and neighborhoods of the Bay Area. The agency's core values include the right for all Bay Area residents to breathe clean air, irrespective of gender, ethnicity, or socioeconomic status, and the willingness to "involve, listen to, and engage all stakeholders to create broad acceptance for healthy air solutions."

ABOUT THE AIR DISTRICT

The Bay Area Air Quality Management District is the regional agency responsible for protecting air quality in the nine-county Bay Area, including Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, southwestern Solano, and southern Sonoma counties.



CONTACT US:

Compliance Assistance:
1-415-749-4999

Connect with us:
www.baaqmd.gov
www.sparetheair.org



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