

East Oakland Community Emission Reduction Plan  
(CERP)  
**Community Steering Committee Meeting #16**

*February 08, 2024*

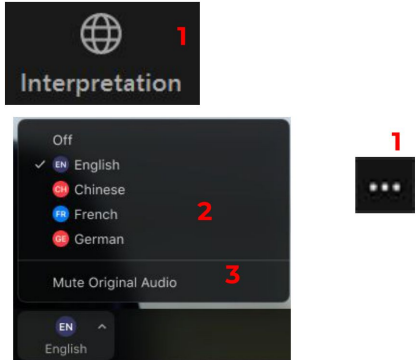


BAY AREA AIR QUALITY  
MANAGEMENT DISTRICT

COMMUNITIES  
FOR A BETTER  
ENVIRONMENT  
established 1978

# Interpretation Instructions

Windows | macOS



## ZOOM - Select Language Channel

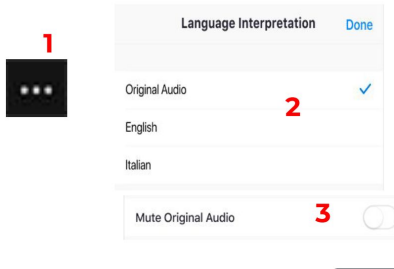
### ENGLISH

1. In your meeting/webinar controls, click Interpretation.
2. Select the language that you would like to hear: English.
3. Closed caption: please turn on if you need it.

### SPANISH

1. En los controles de la reunión o el seminario web, haga clic en Interpretación.
2. Haga clic en el idioma que desee escuchar: español (Spanish).
3. (Opcional) Para escuchar solo el idioma interpretado, haga clic en Silenciar audio original

Android | iOS



# Welcome

Co-Chairs: Aiyahna Johnson, Mr. Charles Reed, Mykela Patton

# Meeting Objectives

## Meeting Objectives:

- CSC members will leave with an understanding of the Air District's complaint policy and how to submit air quality complaints to the Air District.
- CSC members will revisit Focus Areas presented at the December 2023 CSC meeting and work together to further define the Focus Areas.
- CSC members will learn the proposed strategy framework and take the first steps in crafting objectives of the Focus Areas and strategies.

# Meeting Agenda

## Agenda:

- **Welcome, Interpretation, Agenda** (*10 mins; 6:00-6:10 PM*)
- **Compliance and Enforcement Presentation on Complaint Process** (*40 mins; 6:10-6:50 PM*)
- **Proposed Strategy Framework Presentation & Discussion** (*20 mins; 6:50-7:10 PM*)
- **Break** (*10 mins; 7:10-7:20 PM*)
- **Strategy Development Brainstorm** (*40 mins; 7:20-7:59 PM*)
- **Next Steps and Close Out** (*7:59 PM*)

## Initial Meeting Agreements or Notes for Participation

- One mic, one voice: use Raised Hand function under Reactions at the bottom of your screen
- Grace for ourselves and one another.
- Take care of yourself (Stretch, drink water and breathe)
- Community building on Zoom: use Chat and the Reaction emojis to inspire and encourage one another
- For any questions throughout the meeting: please use the Zoom Chat. CBE and BAAQMD staff will be responding to your questions.

# Welcoming new CSC members!

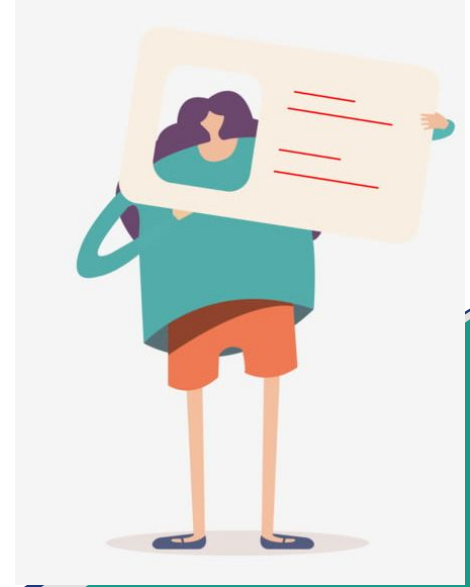
**Huan (Katie) Liang and Rebecca Bantum**

# Community Building

## Type into Chat:

- Name
- Pronouns
- Affiliated organizations

*Note: CSC members, please raise hand if you are not able to type into chat and we will have you speak aloud.*





# Timeline





BAY AREA  
AIR QUALITY  
MANAGEMENT  
DISTRICT

# Complaint Response and Investigation

Janet Carrasco  
Air Quality Specialist  
Compliance & Enforcement Division

# What is an Air Quality Complaint?



Any air quality concern that is communicated to the Air District pertaining to:

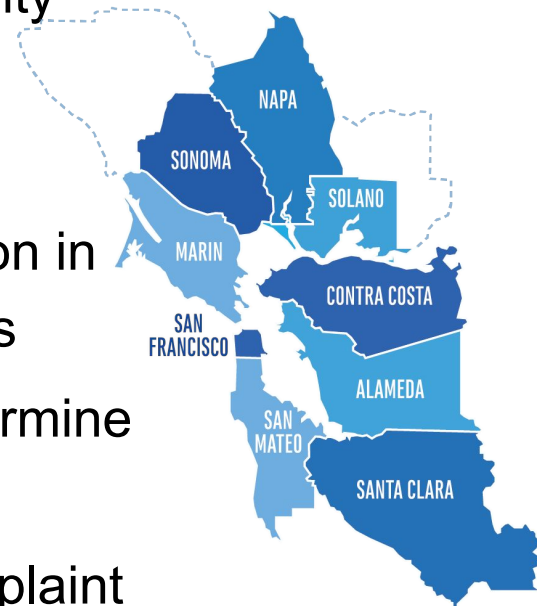
- Ongoing air emissions release
- Potential air contaminants
- Industry compliance with air quality laws



# 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 facts surrounding alleged air emission releases
- Take appropriate enforcement action(s) following complaint investigations



# Types of Air Quality Complaints



Odors

Dust/Particulates

Residential  
Wood Smoke

Fire/Smoke/  
Open Burning

Asbestos

Gasoline  
Dispensing  
Facilities

Excessive Idling

Flaring

Complaints  
Associated with  
Major Incidents


# How to Report an Air Quality Complaint












- **Reporting complaints by phone and online:**
  - General complaints: 1-800-334-ODOR
  - Residential wood smoke complaints: 1-877-4NO-BURN
  - <http://www.baaqmd.gov/complaints>
- **24-hour answering service**
  - 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 available**
  - Over 150 Languages
- **Complaints can be made anonymously**
- **Confidentiality**
  - Complainant information will be kept confidential to the fullest extent permitted by law









# Online Complaint Reporting Form



 WHAT TYPE OF COMPLAINT IS IT?

 ODOR	 DUST/SMOKE/PARTICULATES	 ASBESTOS
 GAS STATION	 ILLEGAL FIRE	 WOODSMOKE
 SMOKING VEHICLE	 OTHER	

 EXAMPLES OF TYPES OF COMPLAINTS OUTSIDE OF AIR DISTRICT JURISDICTION & AUTHORITY:

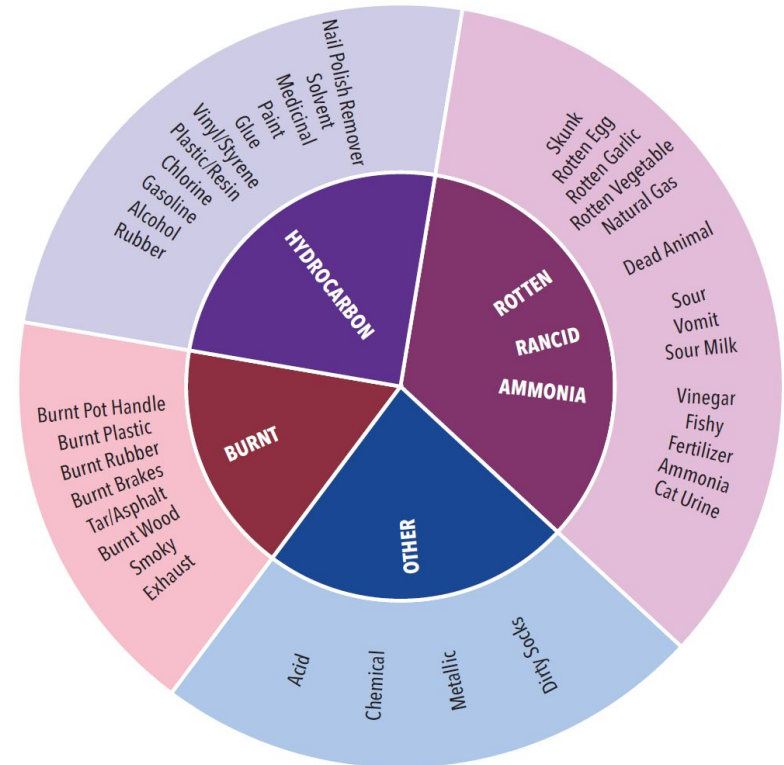
- Aircraft Contrails 
- Odors associated with Composting 
- Mold 
- Indoor Air Quality 
- Noise 
- Vaping / Marijuana / Cigarette Smoke 
- Recreational Barbeque 
- Agricultural Odors or Dust associated with Crop Growing or Livestock Raising 

# Helpful Information to Provide When Reporting a Complaint



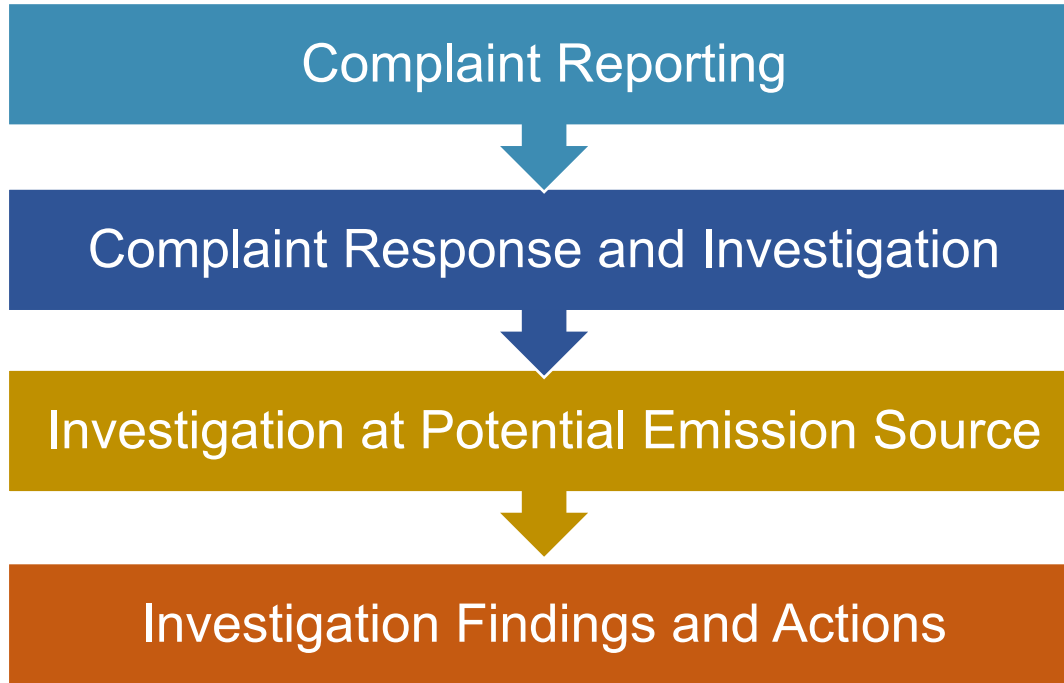
## Odor Description Examples

- Alleged site/facility or source
- Date and time of occurrence
- Detailed description of the complaint
- Name, address, and phone number *(optional, but encouraged)*
  - Filing a complaint with the complainant's contact information, or
  - Filing a complaint anonymously





# Steps in the Complaint Investigation Process



# Complaint Response Priority



Priority #	Type of Complaints
1	Complaints associated with ongoing emissions
	Complaints from schools, daycares, and senior centers
2	Complaints that do not have ongoing emissions
3	Asbestos/Gasoline Dispensing Facility
4	Woodsmoke Complaints

# Complaint Response & Investigation



## Inspector Reviews Complaint Information

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

## Inspector Contacts the Complainant\*

*\*Not applicable to anonymous complaints*

- By phone and/or in-person

# Complaint Response & Investigation



## Inspector May Meet with the Complainant\*

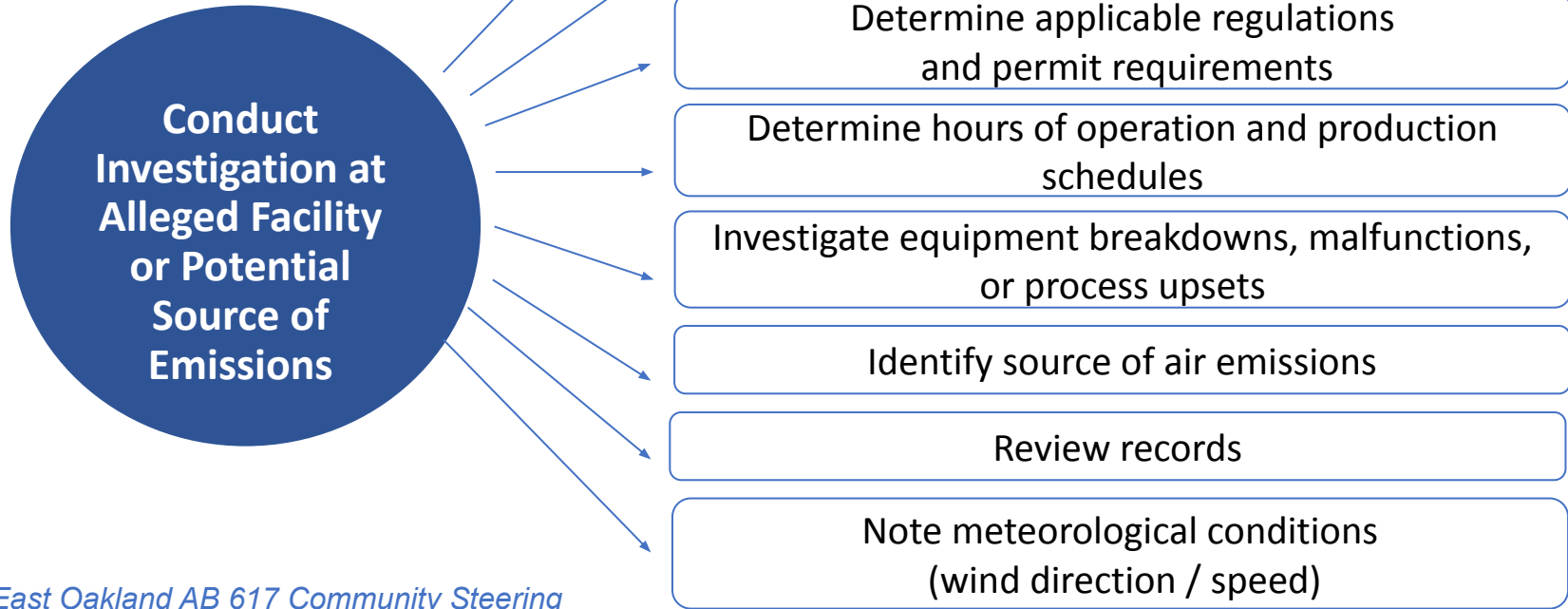
*\*Not applicable to anonymous complaints*

- Document observations, statements, and the extent of emissions impact on the complainant
- Determine if the alleged emissions are still present
- Note meteorological conditions
- Identify nearby potential sources of emissions

## Inspector Conduct Area Patrol to Identify Potential Source of Emissions

- Locate possible source of emissions
- Patrol areas upwind/downwind of alleged source
- Identify areas that are impacted by the emissions
- Determine if the alleged emissions are still ongoing

# Complaint Investigation



# Factors that Influence Complaint Response and Investigation



- Meteorological conditions (e.g., wind, rain, temperature, fog, etc.)
- Fleeting nature of emissions
- Intermittent operations at alleged site/facility
- Complainant no longer observing emissions
- Complaints received on weekends or after-business hours
- Complaints that are outside of Air District jurisdiction
- Inspector availability and traffic congestion can slow response time

# Complaint Investigation Findings and Actions



## Document Observations and Investigation Findings

Document emissions and non-compliance:

- Was the alleged emission present at time of investigation and traced to a source?
- Was there a violation of an air quality regulation?

## Determine Enforcement Action, where applicable

Determine whether an air quality violation occurred:

- Air District, State, and Federal regulations and statutes
- Permit requirements
- Public Nuisance

## Notification of Investigation Findings and Actions

Notify facility owner/operator of alleged complaint(s) and issue notice of violation if applicable

Notify complainant of investigation results

# Tips for Reporting an Air Quality Complaint



- Review the [Helpful Tips](#)\* document to know what information to provide to better help us with our investigation
- Share information with your community, your friends, and family on how to report an air quality complaint
  - Report a complaint as soon as emission is observed
  - Provide a detailed description of the concern when reporting a complaint
  - Provide the Inspector with photos or videos of emissions, if any

\*[https://www.baaqmd.gov/~media/files/compliance-and-enforcement/policies-and-procedures/tips\\_for\\_reporting\\_aq\\_complaint-pdf.pdf?la=en](https://www.baaqmd.gov/~media/files/compliance-and-enforcement/policies-and-procedures/tips_for_reporting_aq_complaint-pdf.pdf?la=en)



Thank you!



## Questions & Answers

Janet Carrasco

[jcarrasco@baaqmd.gov](mailto:jcarrasco@baaqmd.gov)

Air Quality Specialist

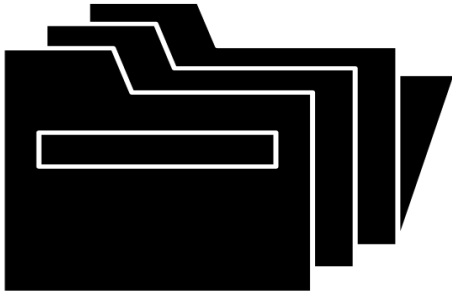
Compliance & Enforcement Division



# Proposed Strategy Framework: Presentation & Discussion

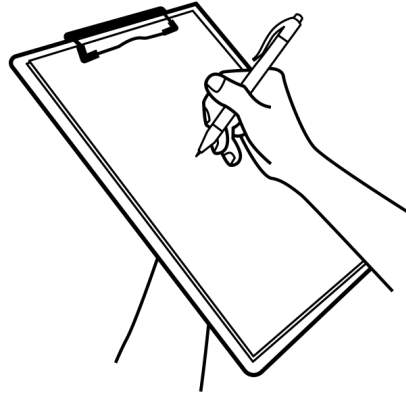
Alesia Hsiao, BAAQMD  
Carly Cabral, CBE

# Strategy Framework



Created by Matthias Hartmann  
from Noun Project

Focus Areas are the file system  
we are using to organize  
strategies



Created by Gan Khoo Lay  
from Noun Project

Build out Focus Areas to  
describe the problem(s)



Created by Hyemm.work  
from Noun Project

Build out Strategies to  
identify the solutions

# East Oakland CERP Vision Statement

Principles

Justice & Equity

Collaboration & Communication

Information Sharing & Transparency

Accountability & Solutions

Goals

Plan-level Goals

Focus Areas

Illegal Dumping, Trash & Odors

Public Health & Community Wellness

Commercial & Industrial Sources

Transportation & Mobile Sources

Built Environment & Land Use

Strategies

# Steering Committee Feedback on the Focus Areas

CSC members provided feedback on what was missing within Focus Areas:

Workforce Development

Enforcement

Green Infrastructure



Illegal Dumping, Trash & Odors

Public Health & Community Wellness

Commercial & Industrial Sources

Transportation & Mobile Sources

Built Environment & Land Use

# Next Steps on Focus Areas

- Get on the same page about how the CSC defines these Focus Areas
  - How do we define “Public Health & Community Wellness?”
  - How do we define “Built Environment & Land Use?”

Illegal  
Dumping,  
Trash &  
Odors

Public Health  
& Community  
Wellness

Commercial  
& Industrial  
Sources

Transportation  
& Mobile  
Sources

Built  
Environment  
& Land Use

# Focus Area and Strategy Development Approach

- **Develop Focus Area and Strategy Statements:**  
Start with a community concern, include what we know from information we gathered, state the consequences, and the desired outcome.

# Focus Areas Statements Building Blocks

**What is the concern:** An issue raised by community to make sure the CERP is based on community priorities.

**What do we know:** Includes the technical assessment and complaints and violations information about the concern.

**What is the consequence:** Describes the risk to community and sensitive populations nearby pollutants of concern, and health and demographics information.



# Strategy Development Building Blocks

To connect the focus areas statements to strategies and actions to respond to identified community concerns.

**What is the solution:** A desired outcome of the strategy.

# Building Blocks Resources

## **What is the concern:**

Identified by CSC and community

## **What do we know:**

[Technical Assessment presentation](#)

[Compliance & Enforcement Findings presentation](#)

## **What is the consequence:**

[Community Mapping Project map](#) and [results presentation](#)

[Alameda County Public Health Inequities presentation](#)

**What is the solution:** Identified by CSC, community, Co-leads, and agency partners.

# Focus Areas and Strategy Statements using Mad Lib

\_\_\_\_\_ is a concern

**What is the concern**

because \_\_\_\_\_,

**What do we know**

which impacts \_\_\_\_\_.

**What is the consequence**

(who is affected and what does it mean?)

If the concern is addressed, the outcome looks like \_\_\_\_\_.

**What is the solution?**

(the desired outcome of the strategy)

# Focus Areas and Strategy Statements Example: Commercial & Industrial Sources

Aggregate Facilities is a concern

What is the concern

because their stockpiles produce fugitive dust with PM2.5 (fine particulate matter),

What do we know

which impacts lung disease and other health impacts on people living and working nearby,

What is the consequence

(who is affected and what does it mean?)

If the concern is addressed, the outcome looks like implementing improved dust suppression measures.

What is the solution?

(the desired outcome of the strategy)

# Focus Areas and Strategy Statements Example: Transportation & Mobile Sources

Road dust caused by traffic from warehouses and logistic centers is a concern

What is the concern

because truck travel contributes to fugitive particulate matter emissions,

What do we know

which impacts respiratory and cardiovascular health of people living and working nearby,

What is the consequence (who is affected and what does it mean?)

If the concern is addressed, the outcome looks like more frequent street sweeping to reduce visible dust and fugitive particulate matter emissions.

What is the solution? (the desired outcome of the strategy)

# Instructions for Brainstorming Strategies Break Out Groups

- Small Group Breakout Sessions by Focus Area
- We will participate in work sessions to fill out Focus Area and Strategy Statements.
- After sessions, CSC members will share what they learned.



Source: Caleb Roenigk

# Next Steps

- We can continue working on focus areas and strategy statements until February 12, 2024.
- CBE and Air District staff will synthesize information from the statements.
- In the next CSC meeting, we will continue building out these statements in breakout groups.

# Feedback on Meeting & Next Steps

Fill out the post-meeting survey:

- English: <https://forms.gle/B2SYLBNg6aUorF5u6>
- Spanish: <https://forms.gle/Du8m9thM85jyCy7p7>

Fill out the In-person/ Hybrid Meeting Accessibility Poll

- English: <https://forms.gle/3q6EVTVZMXkxA62R8>
- Spanish: <https://forms.gle/2VFfpxino9XzfZeU9>

Next Meeting will be held **Thursday, March 14th, 2024**



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# Thank You!

## See You Soon!