AGENDA: 5

Bay Area Air District

Air Quality Complaint Program Overview and Data Update

Community Advisory Council Meeting

July 16, 2026

Almira Van
Supervising Air Quality Specialist
Compliance and Enforcement Division

Recommended Action

The Council will discuss this item, but no action is requested at this time.

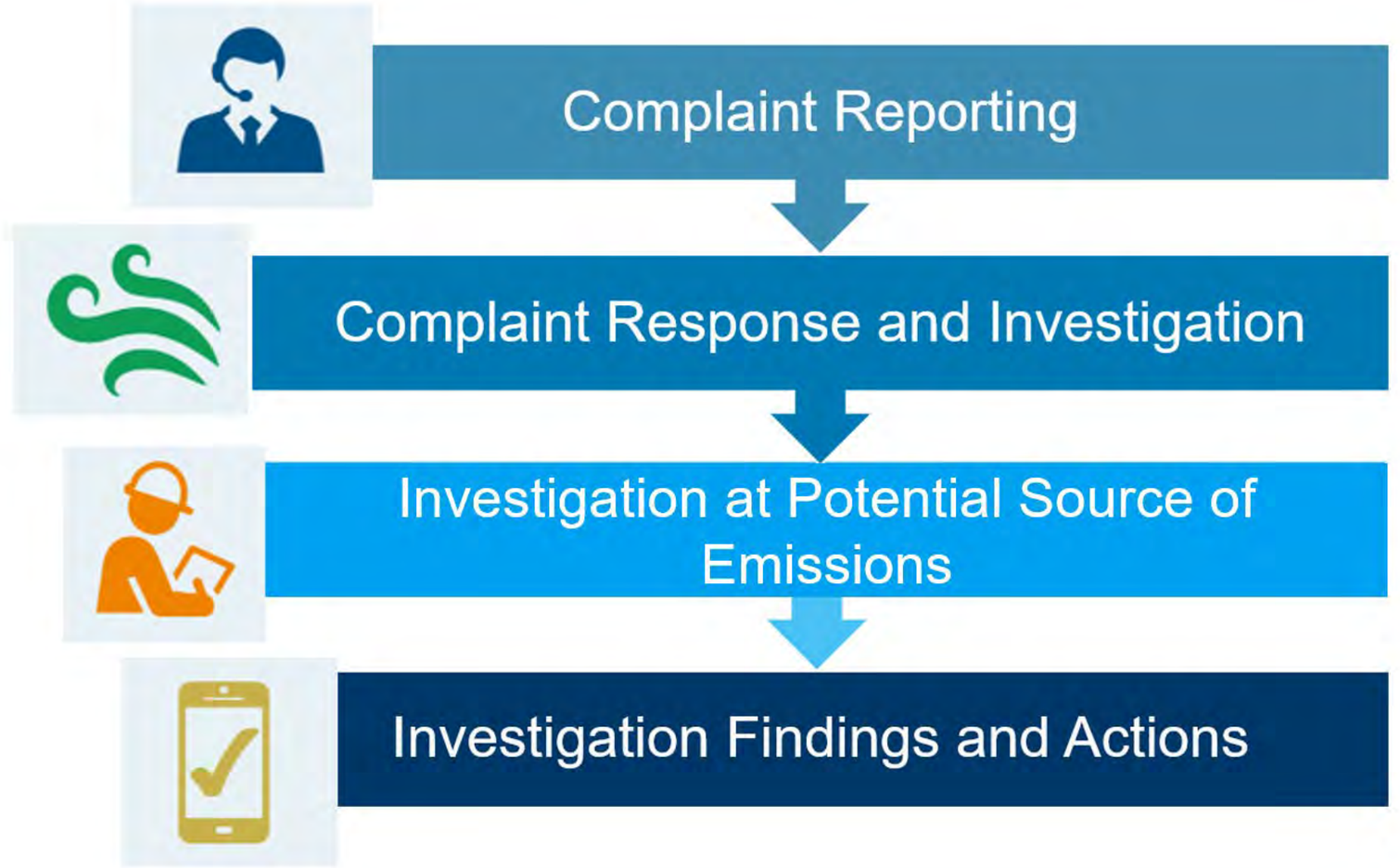
Presentation Outline

- Air Quality Complaint Program Overview
  - How to report an air quality complaint
  - Steps in the Air Quality Complaint Investigation Process
  - Factors that influence response and investigation
  - How communities can help
- Air Quality Complaint Data Updates
  - Past data comparisons
  - Additional analysis
- Strategies for updating the Air Quality Complaint Program
- Community Advisory Council (CAC) Discussion and Solicitation of Additional Ideas

Air Quality Complaint Program Goals and Objectives

- Provides a way 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 Complaint Program



How to Report 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

Confidentiality

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

Complaint response and investigation

- 7:30 am – 5:30 pm, Mon – Fri

Outside Business Hours

- 5:30 pm – 7:30 am, Mon – Fri
- Weekends and holidays

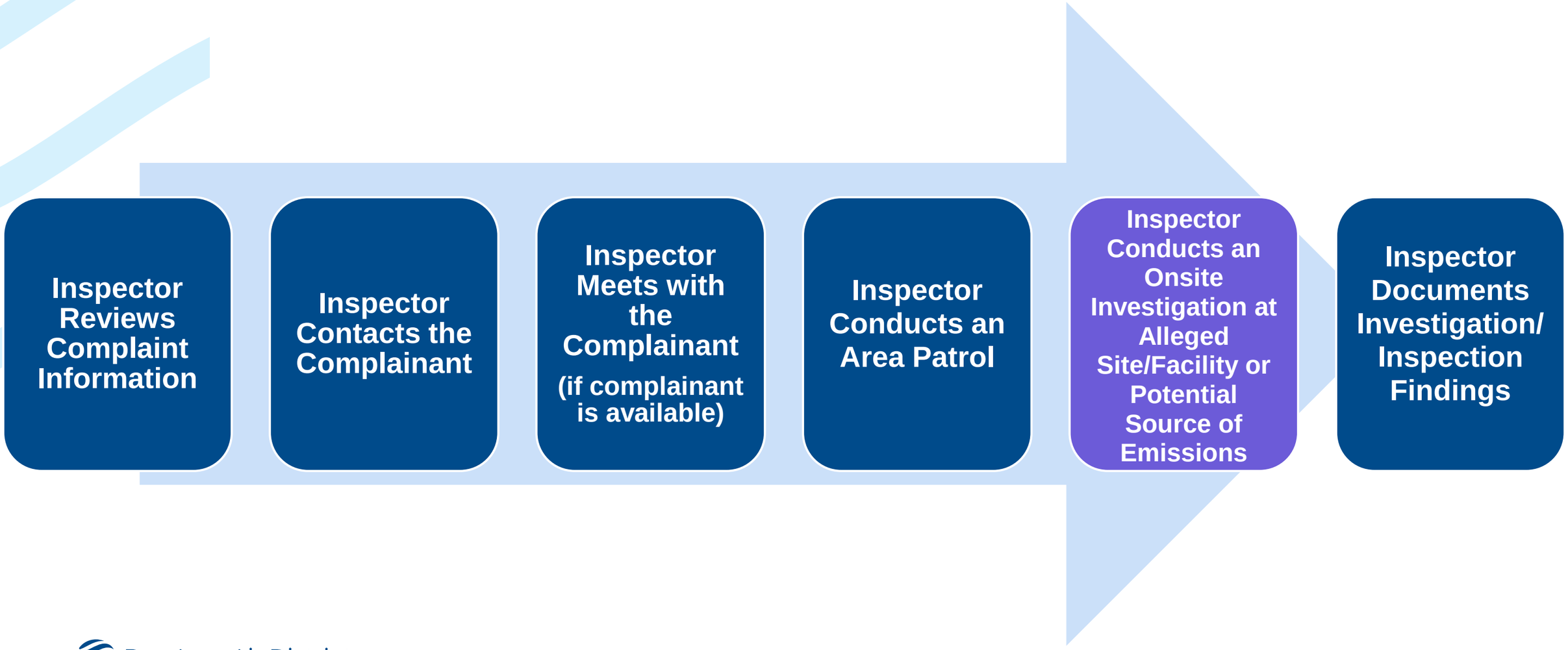
Language interpretation service available

Over 150 different languages

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

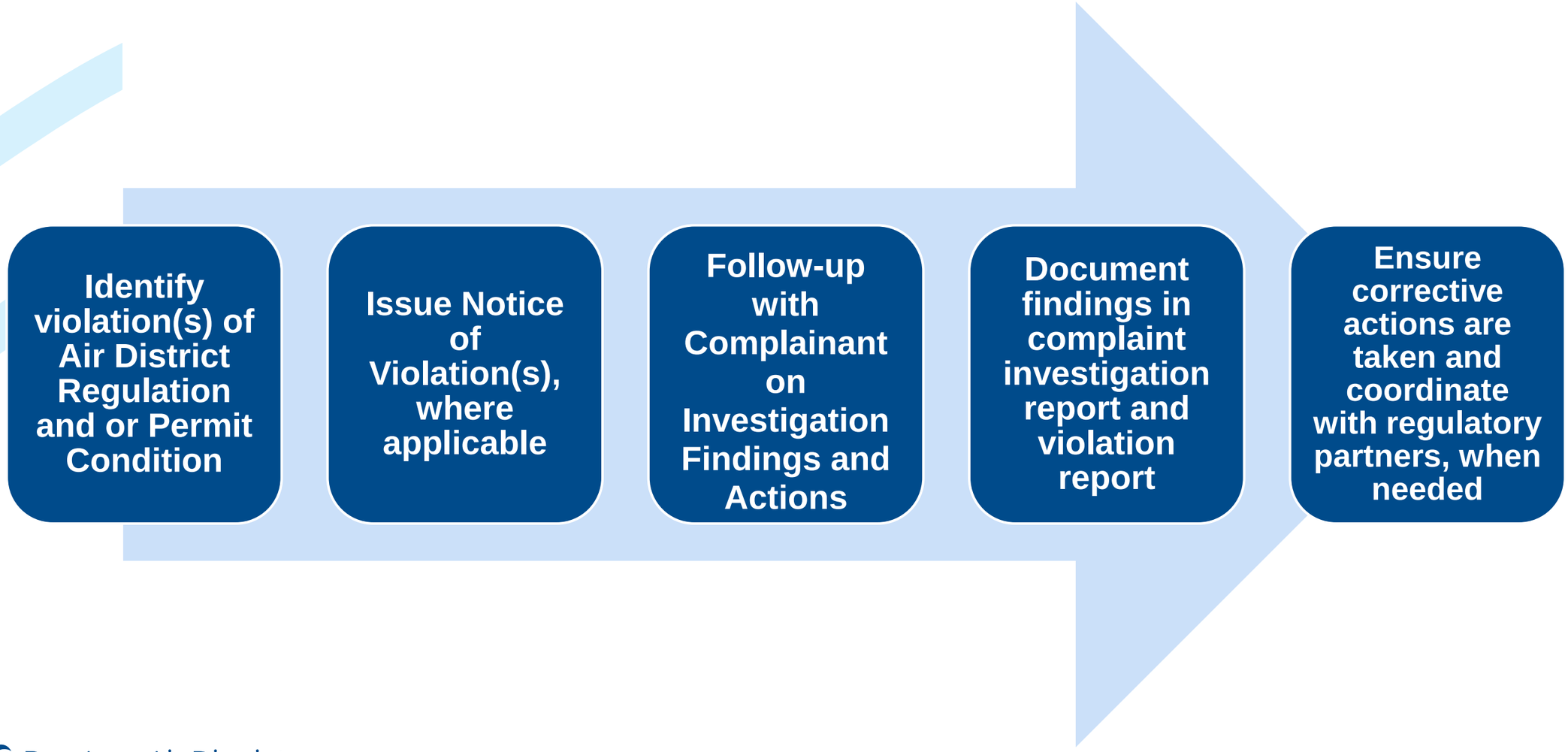
Complaint Response & Investigation



Investigation at Potential Source of Emissions

- Conduct onsite investigation and inspection
- Determine applicable air quality regulations and permit requirements
- Inspect facility/site operations, sources, abatement and monitoring equipment
- Note any equipment breakdowns, malfunctions and or process upsets
- Conduct comprehensive data and records review
- Review operating hours and production schedules and note meteorological conditions
- Coordinate internally and externally with regulatory partners
- May trigger additional area patrols and follow-up inspections

Investigation Findings and Enforcement Actions



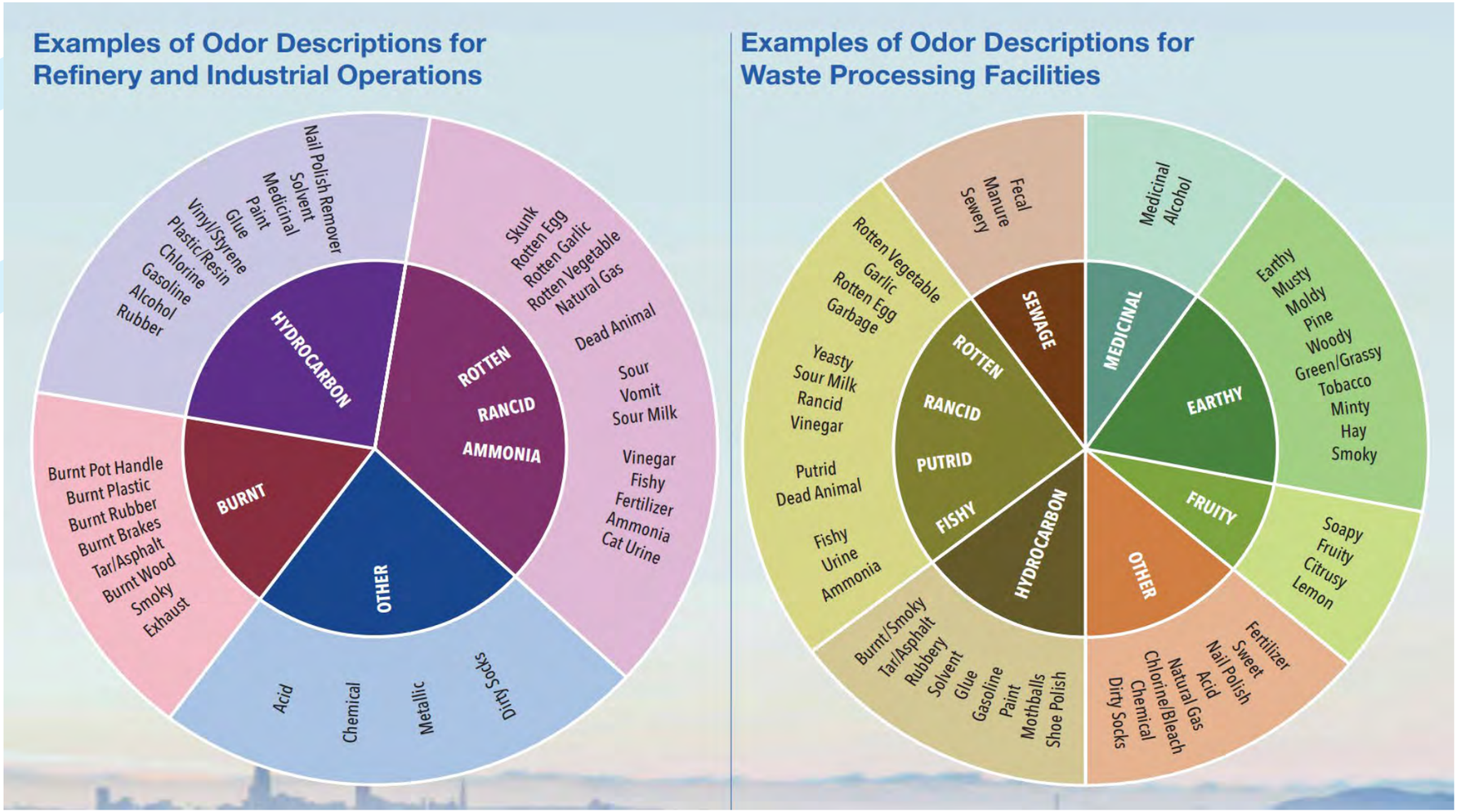
Factors that Influence Response & Investigation

- Complaint reporting timeframe
- Meteorological conditions and the fleeting nature of emissions (e.g., wind, rain, temperature, fog, etc.)
- How many complaints were reported
- Operations at the alleged facility/site
- Complaint 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
- 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**

How Communities Can Help (cont.)

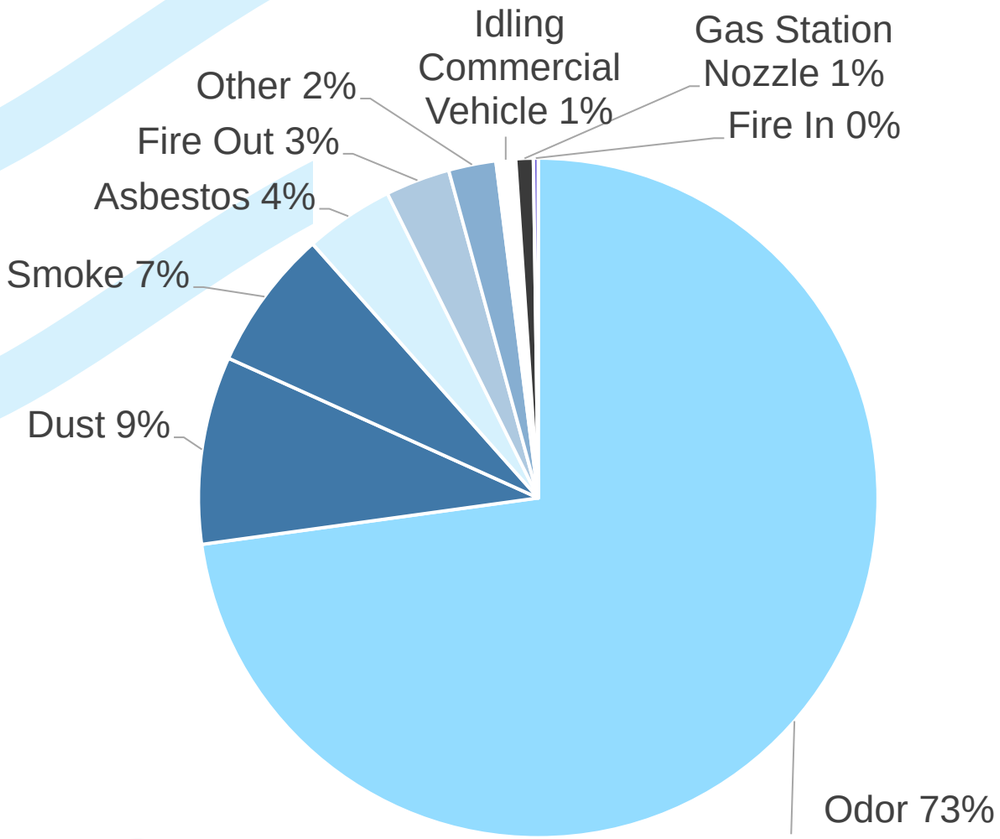


Complaint Data Analysis

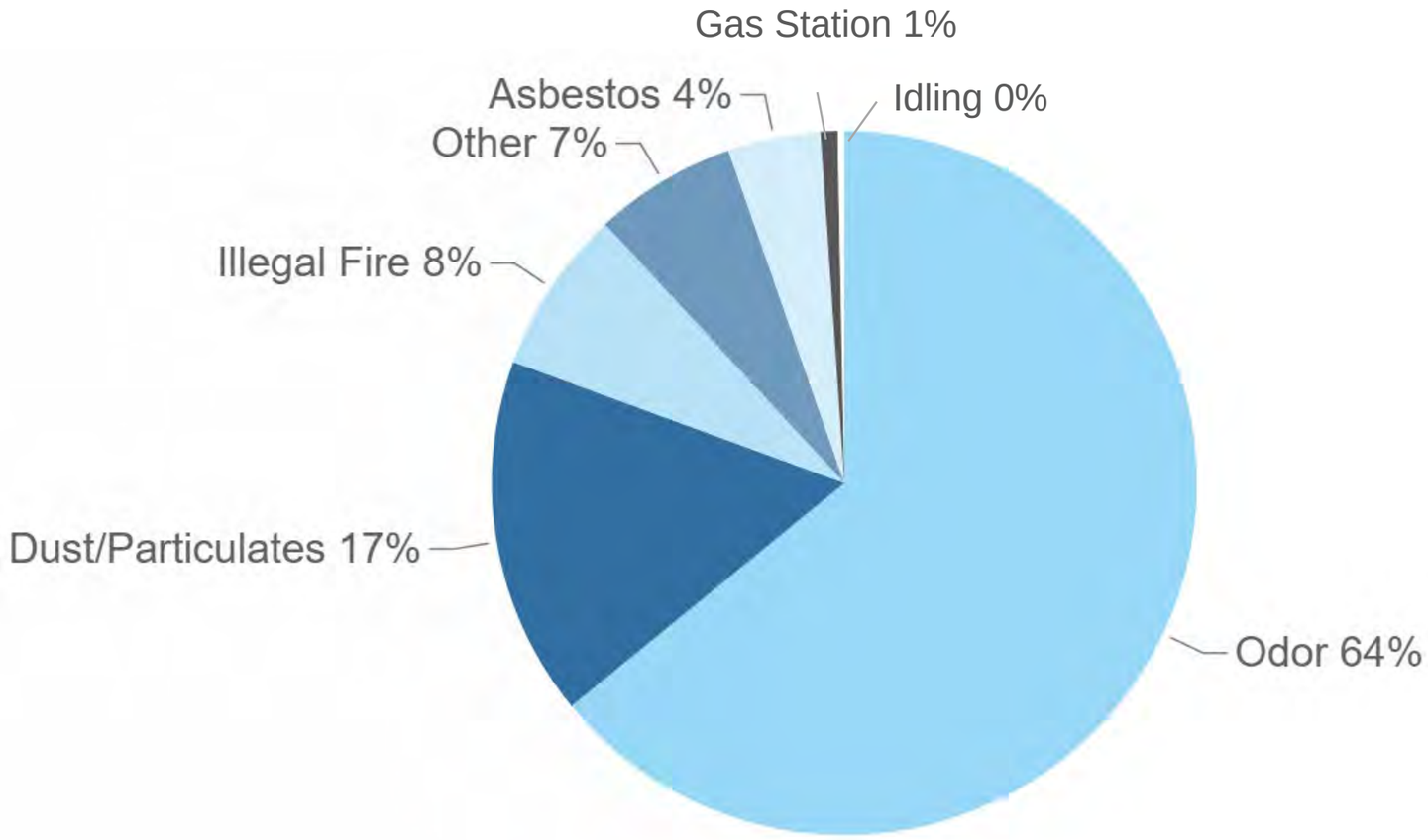
- Review of Past Analysis
  - 2018 through 2022 data comparisons to 2023 through 2025 data
- Expanded Data Analyses for 2023 – 2025
  - Community Insights (Data by Counties and Assembly Bill (AB) 617 Communities)
- Technology updates have allowed for additional analysis, but more improvements are needed
  - New system put in place at the end of 2023

Complaints by Type

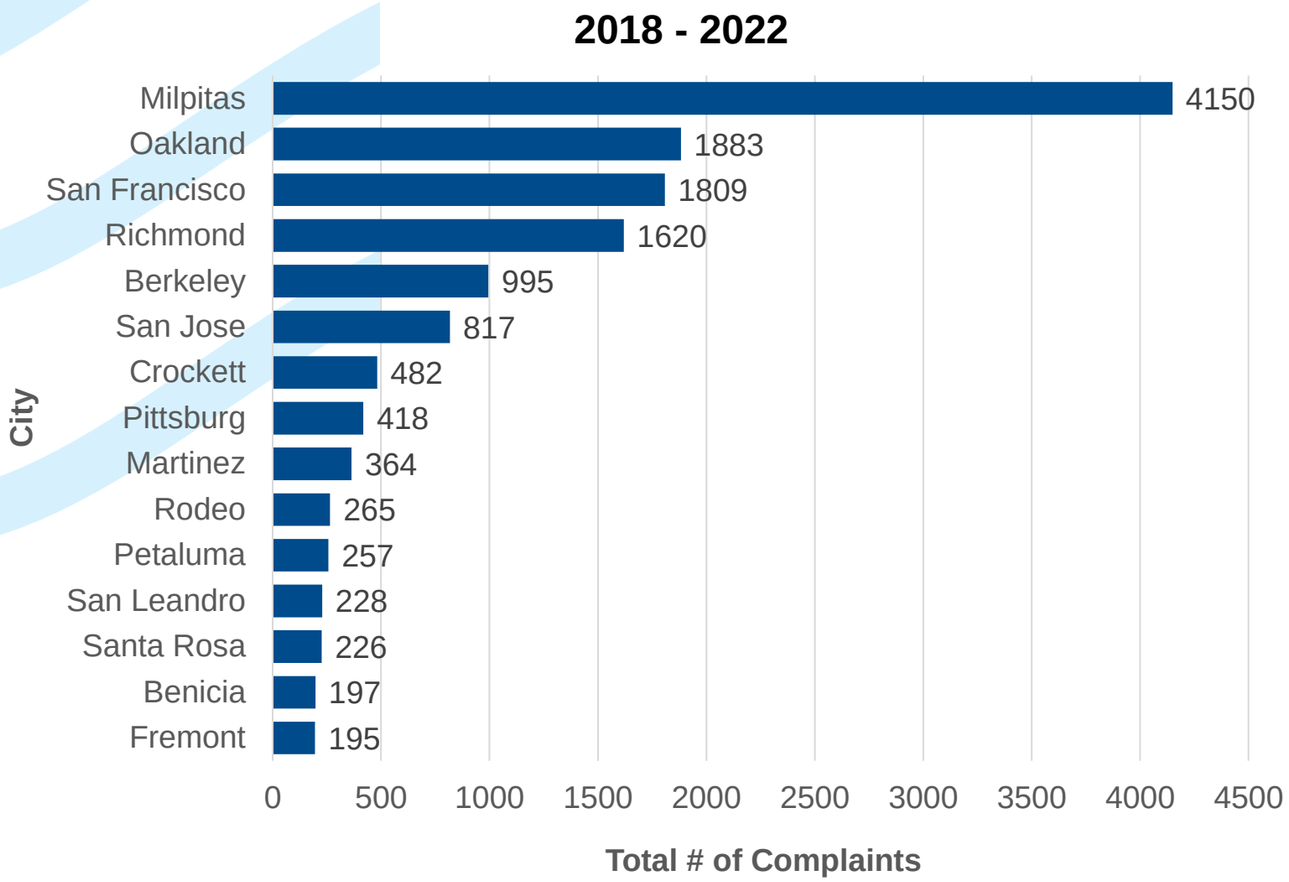
2018 - 2022

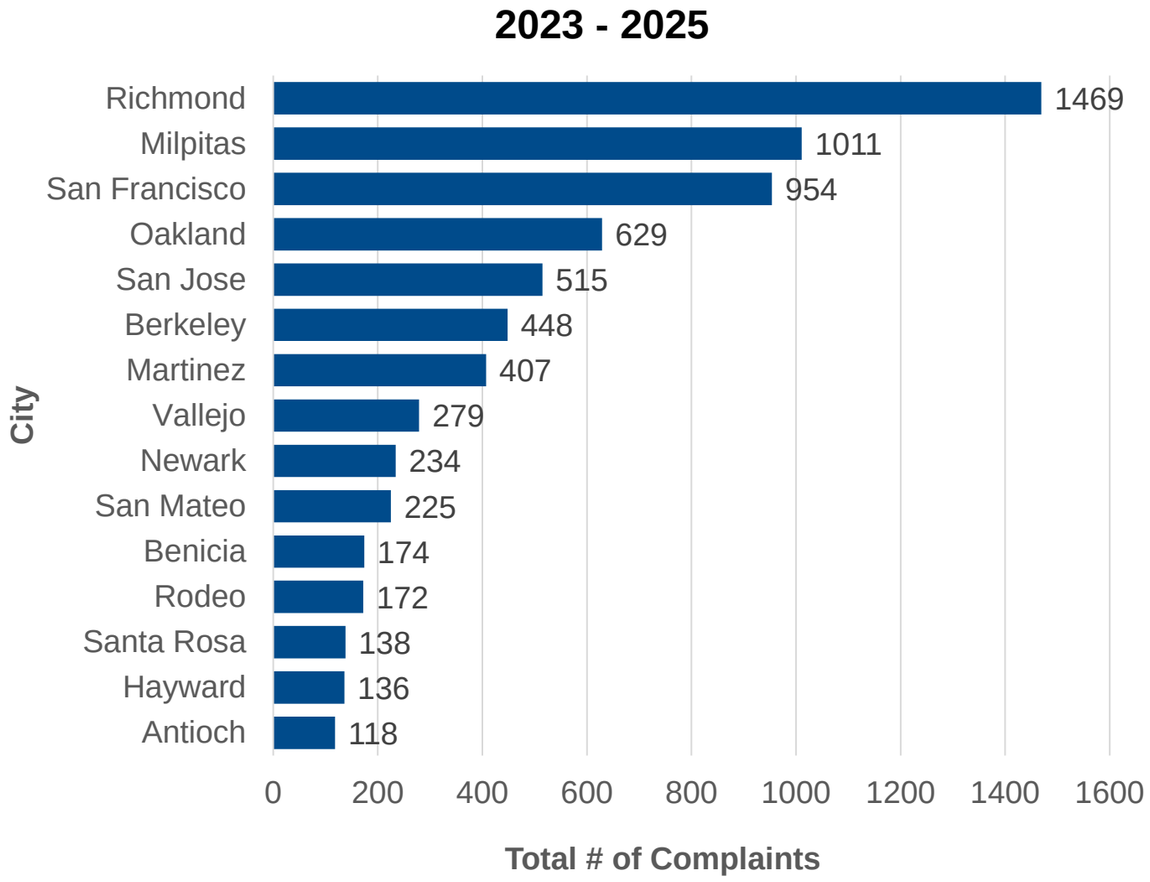


2023 - 2025

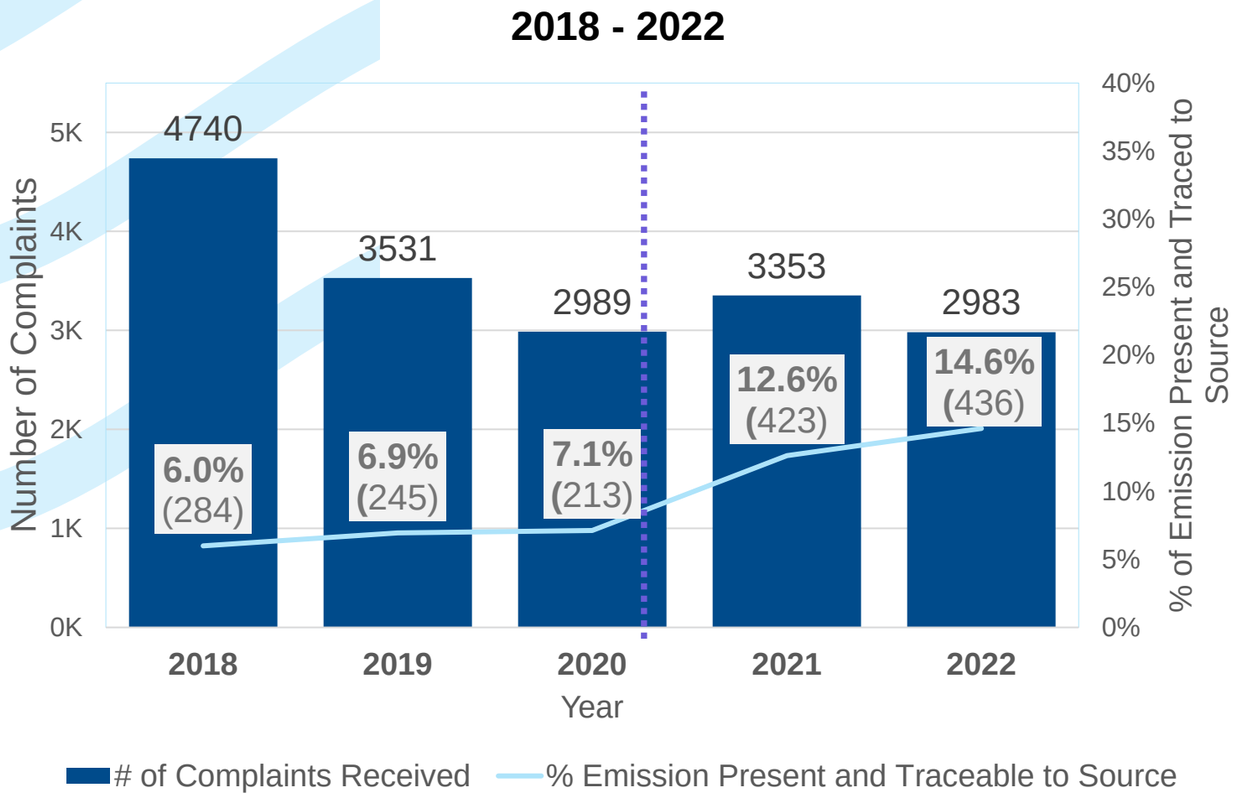


Cities with the Most Complaints

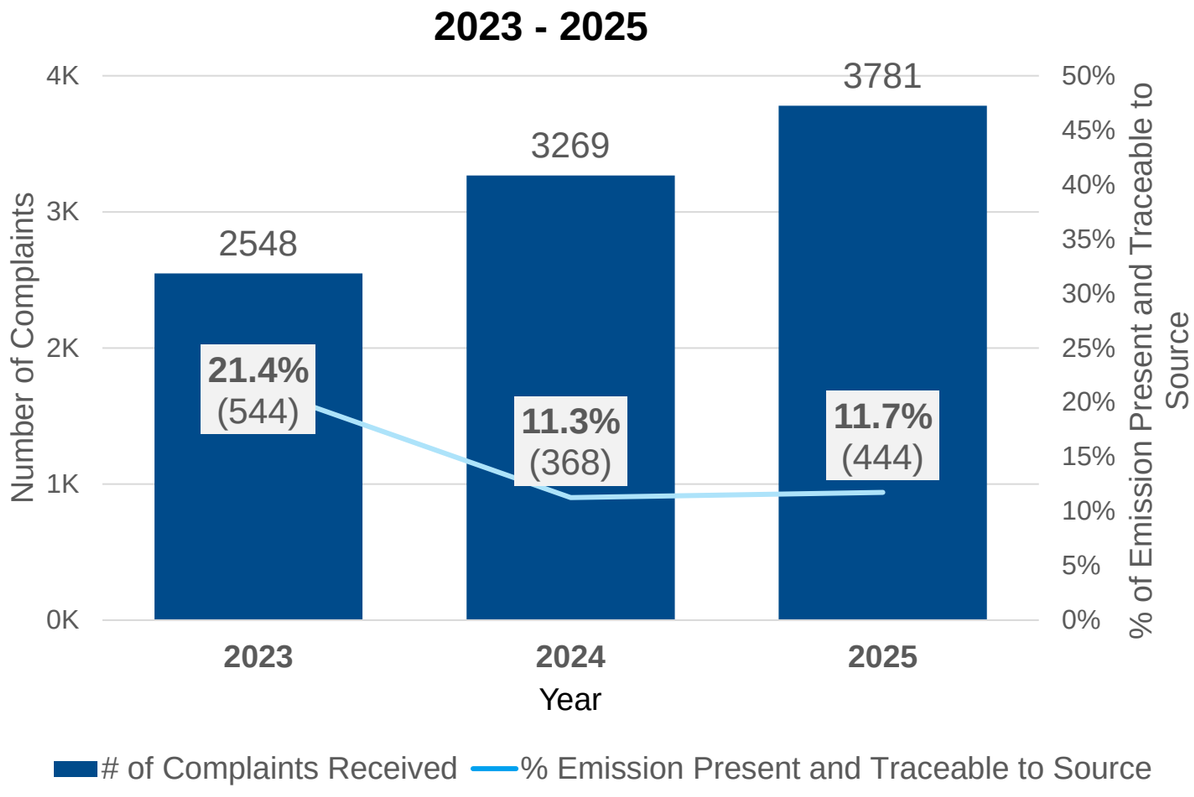




Emission Present & Traceable to Source



5-year Average: 9.1%



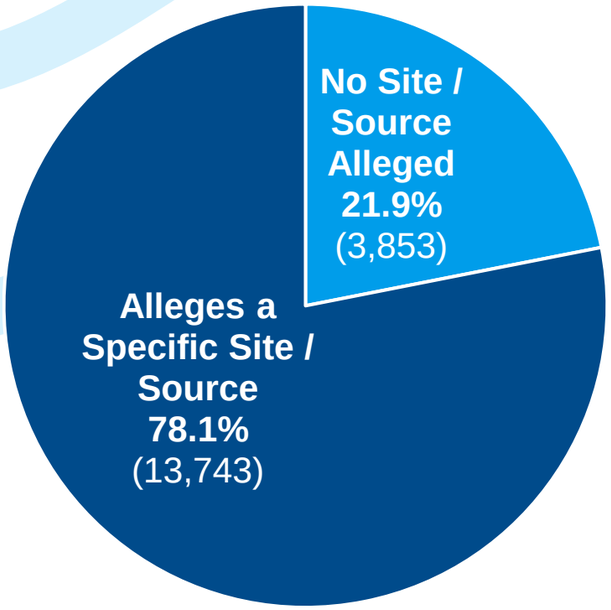
3-year Average: 14.1%

*Note: Due to rounding, percentages may vary from 100% by ±0.1%

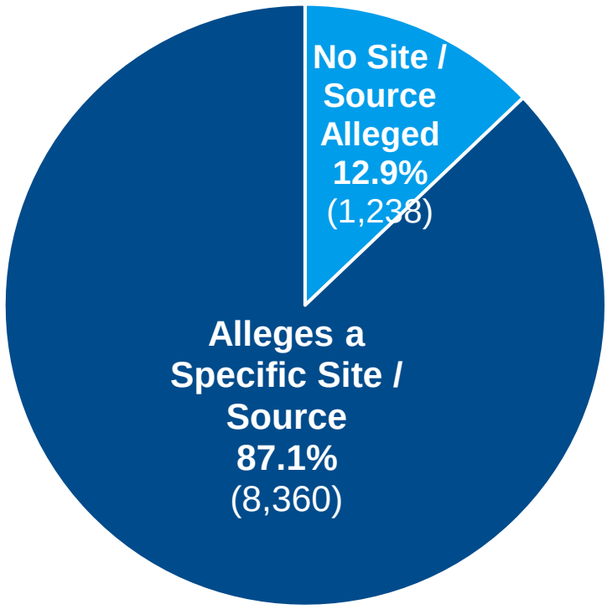
Factors that Influence Response and Investigations

No Site Alleged/ Unknown Source

2018 - 2022

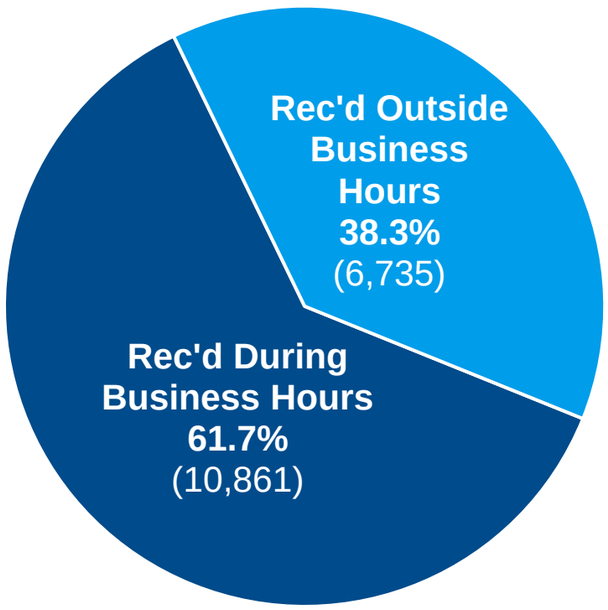


2023 - 2025

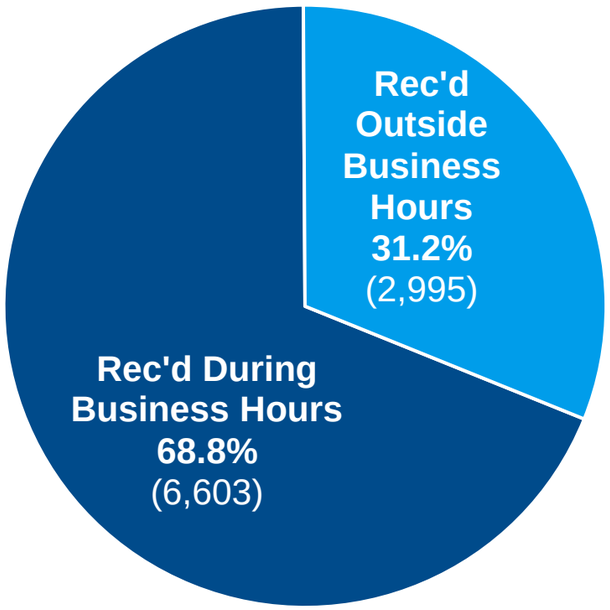


Complaints Received Outside Business Hours

2018 - 2022



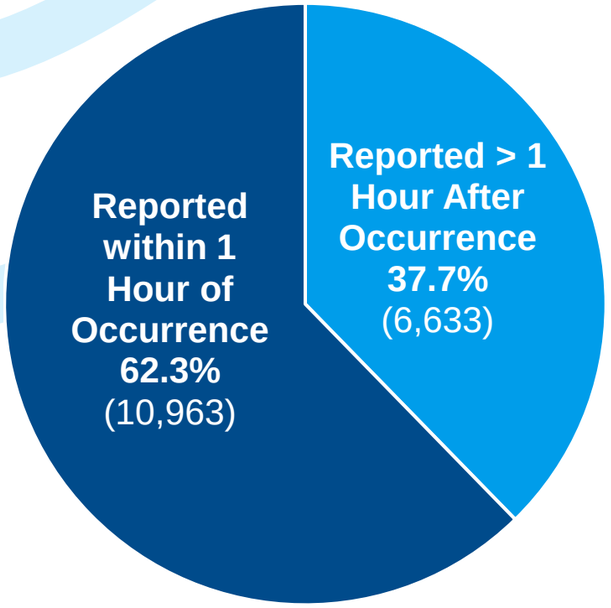
2023 - 2025



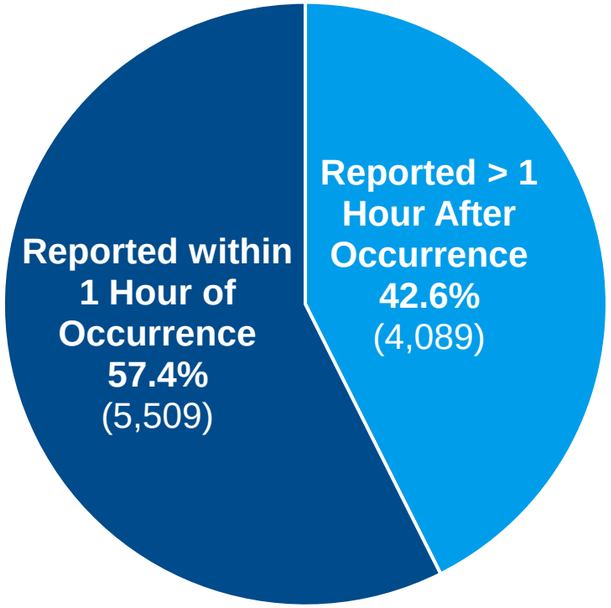
Factors that Influence Response and Investigations (cont.)

Complaints Reported > 1 Hour After Occurrence

2018 - 2022

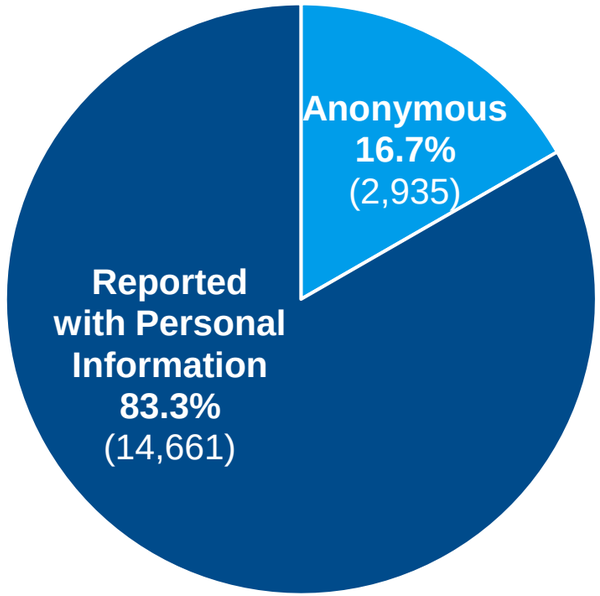


2023 - 2025

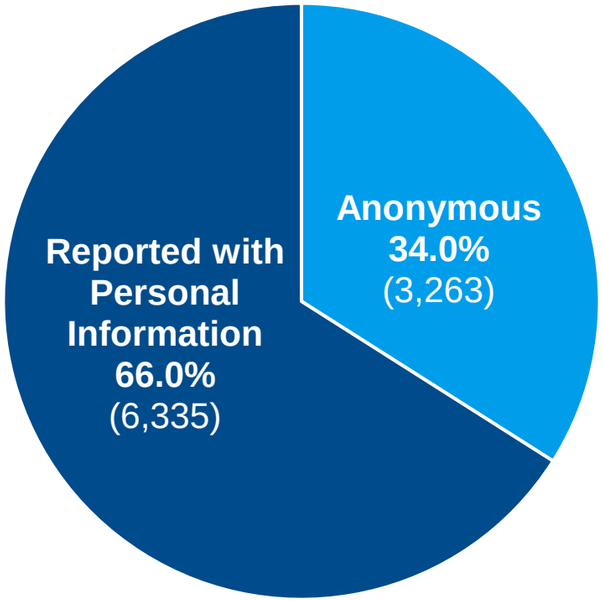


Anonymous Complaints

2018 - 2022

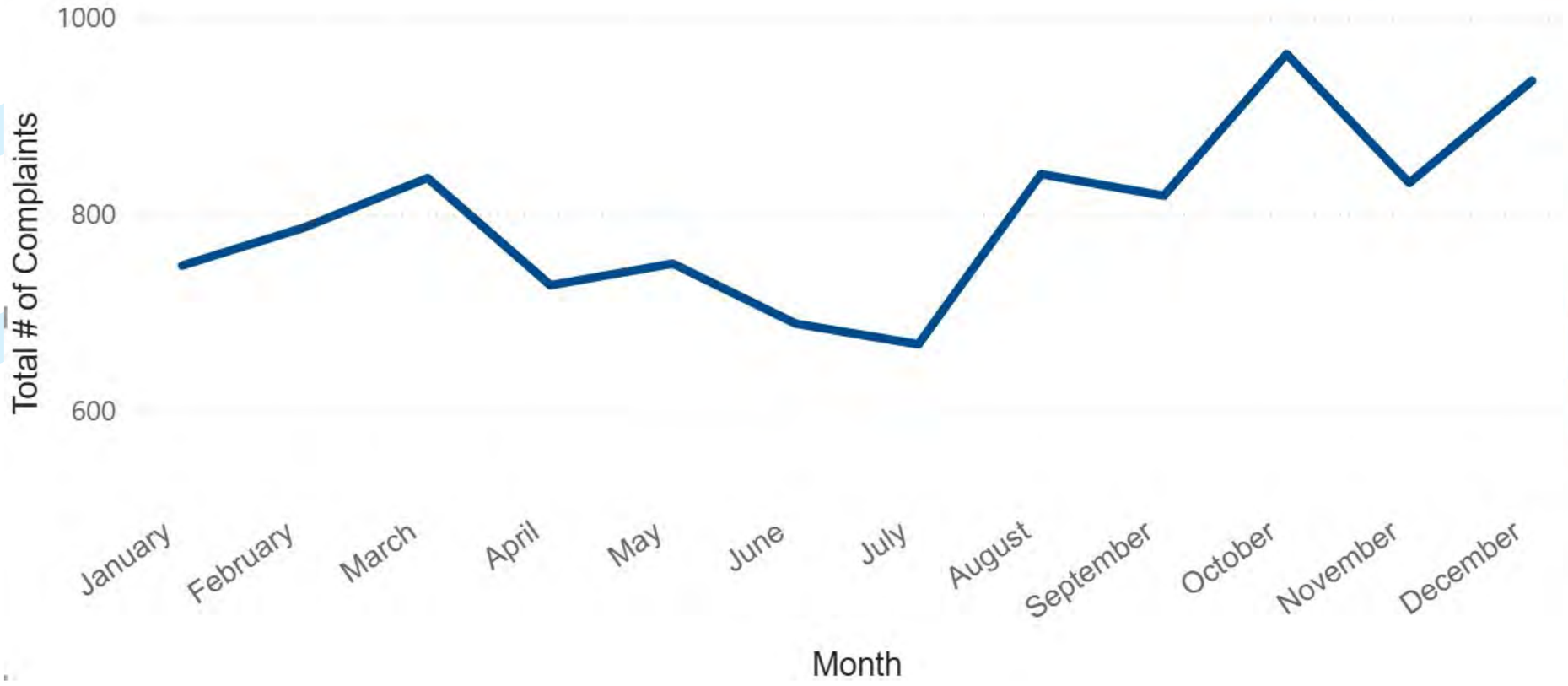


2023 - 2025

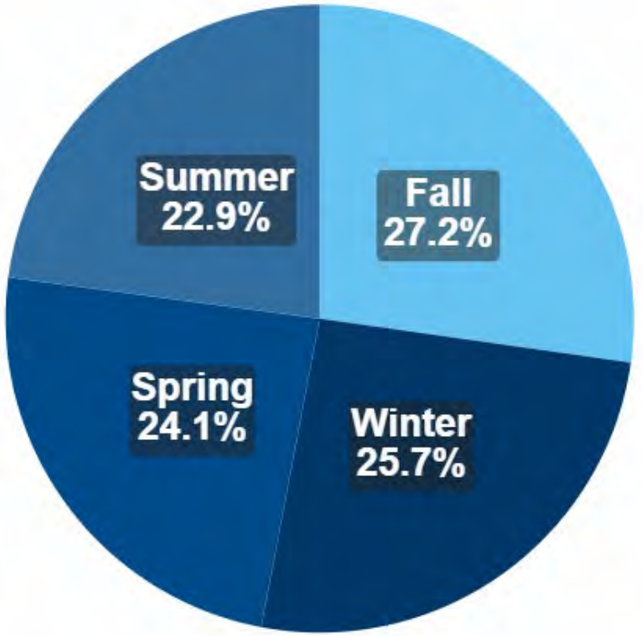


Complaints by Month & Season (2023 – 2025)

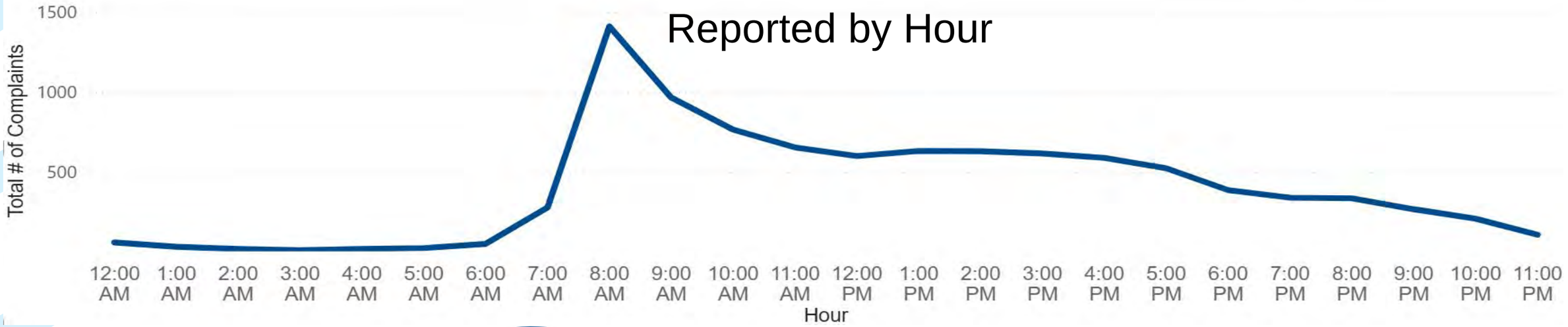
Complaints Received by Month



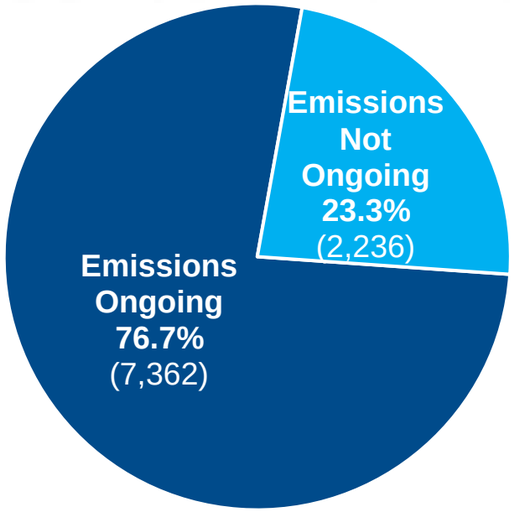
Complaints Received by Season



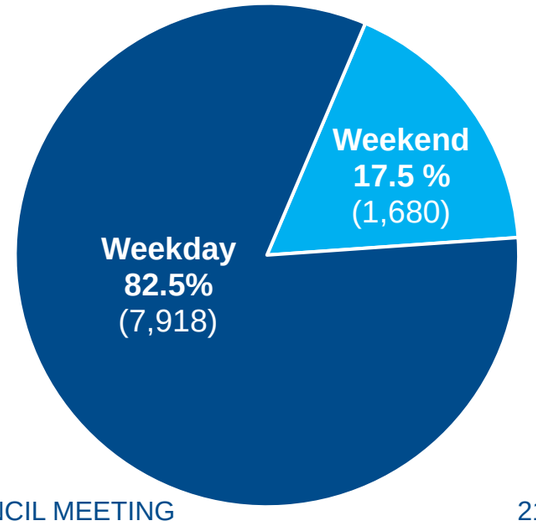
Complaint Reporting Trends 2023 - 2025



Complaints with Ongoing Emissions

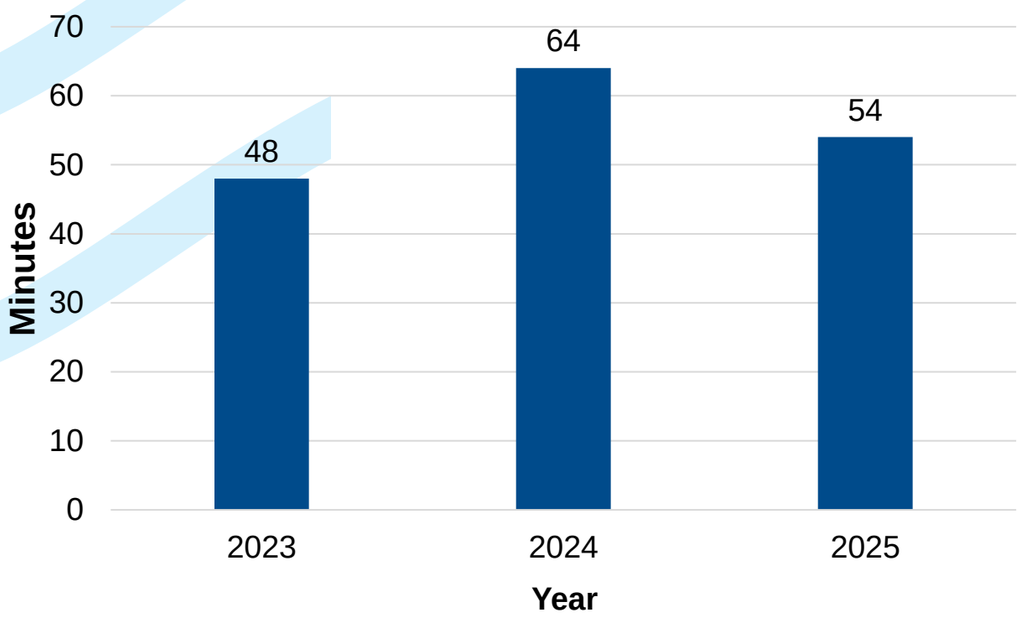


Complaints Occurring Weekday vs Weekend

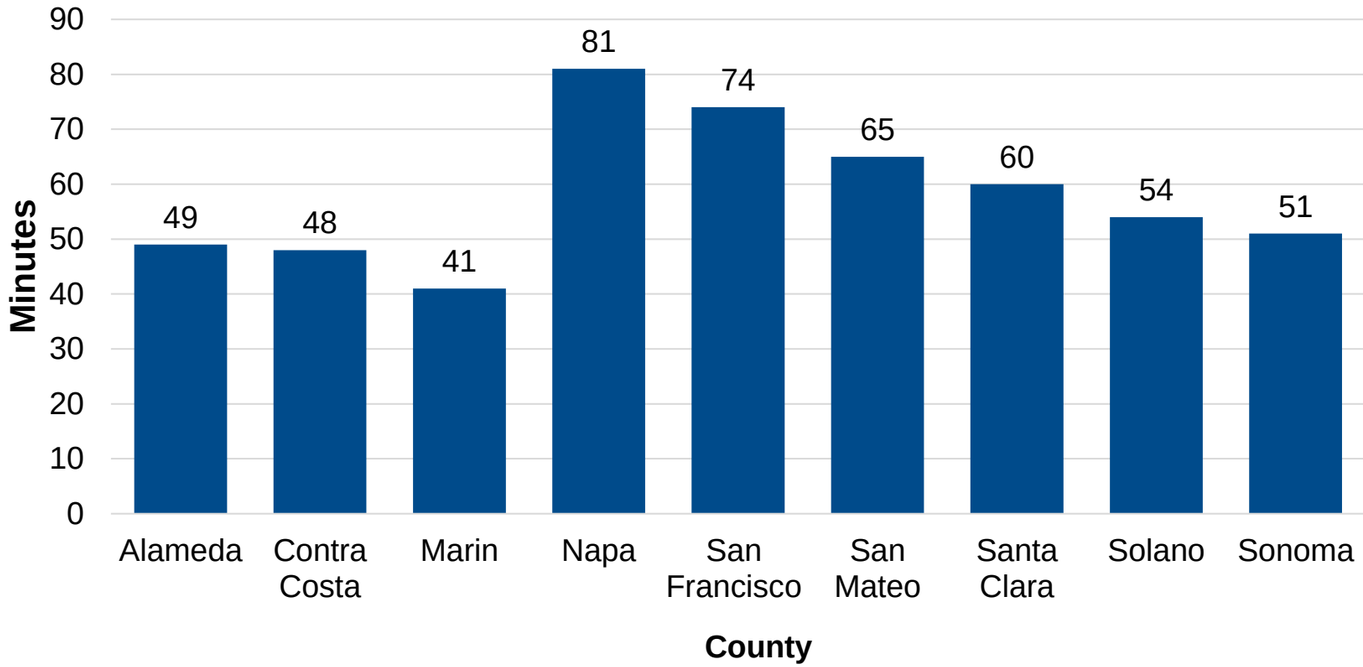


Complaint Response Time 2023 - 2025

Daily Response Time Average

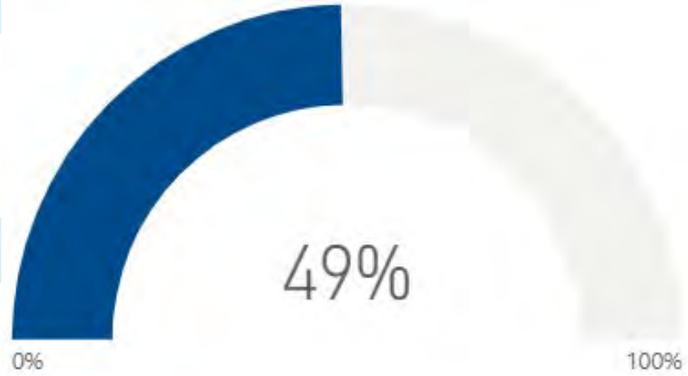


Average Response Time By County



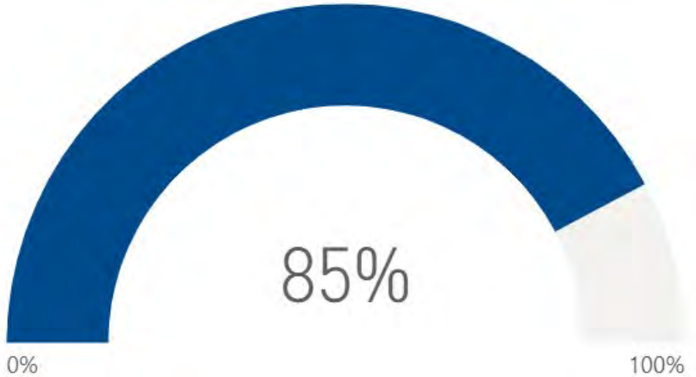
Complaint Response Time Goals 2023 - 2025

% of Ongoing Complaints
Responded to <= 30 Mins

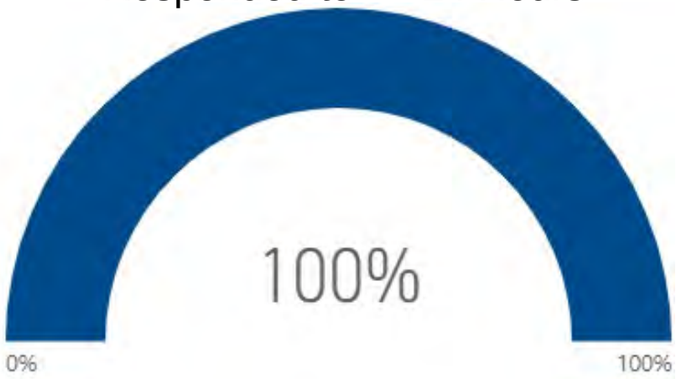


* Complaints reported outside of business hours and weekends were excluded

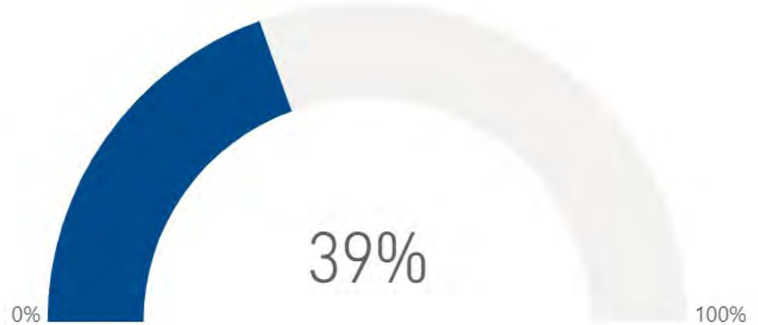
% of Not Ongoing Complaints
Responded to <= 2 Hours



% of Asbestos/Gasoline Dispensing Facility Complaints
Responded to <= 24 Hours

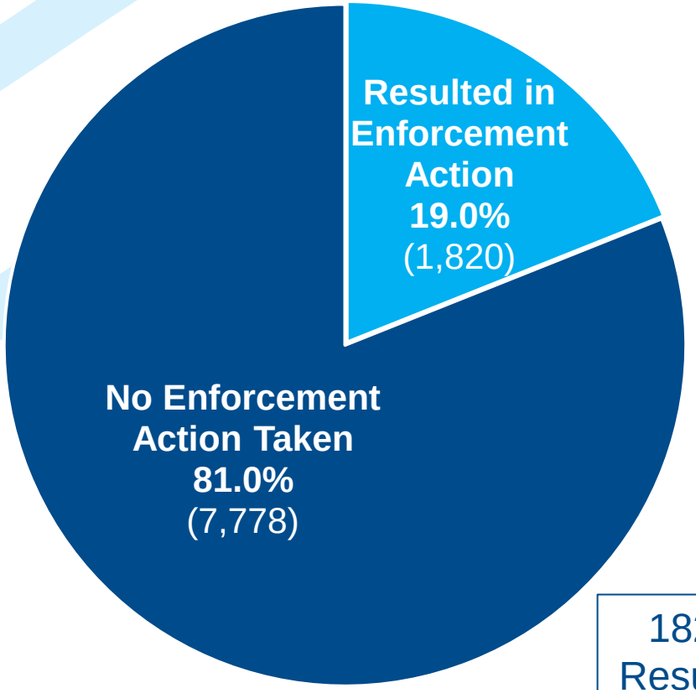


% of School/Daycare/Senior Care Complaints
Responded to <= 30 Mins



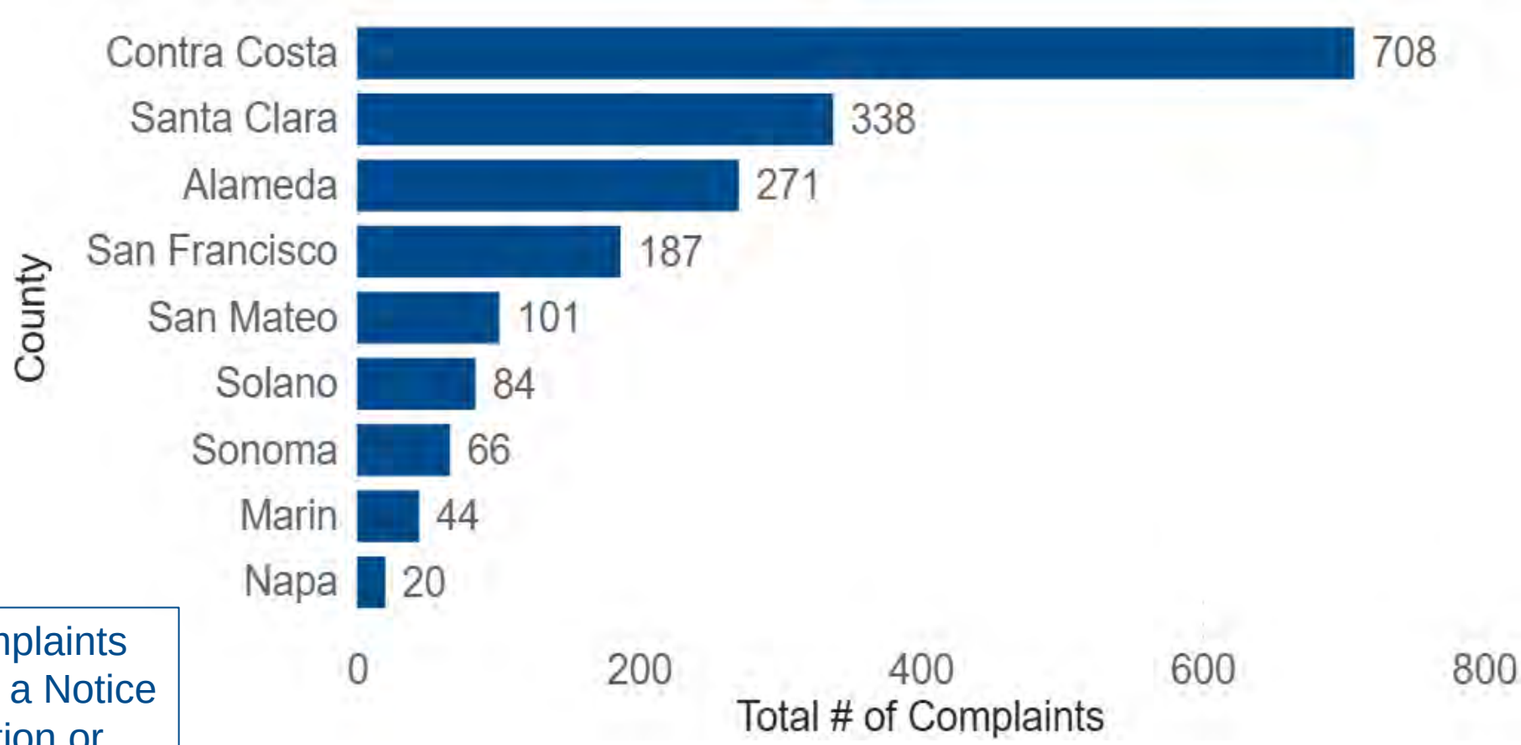
Complaints Resulting in Enforcement Action (2023 – 2025)

% of Complaints
Resulting in Enforcement Action



1820 Complaints Resulted in a Notice Of Violation or Notice To Comply

Top Counties with Complaints
Resulting in Enforcement Action

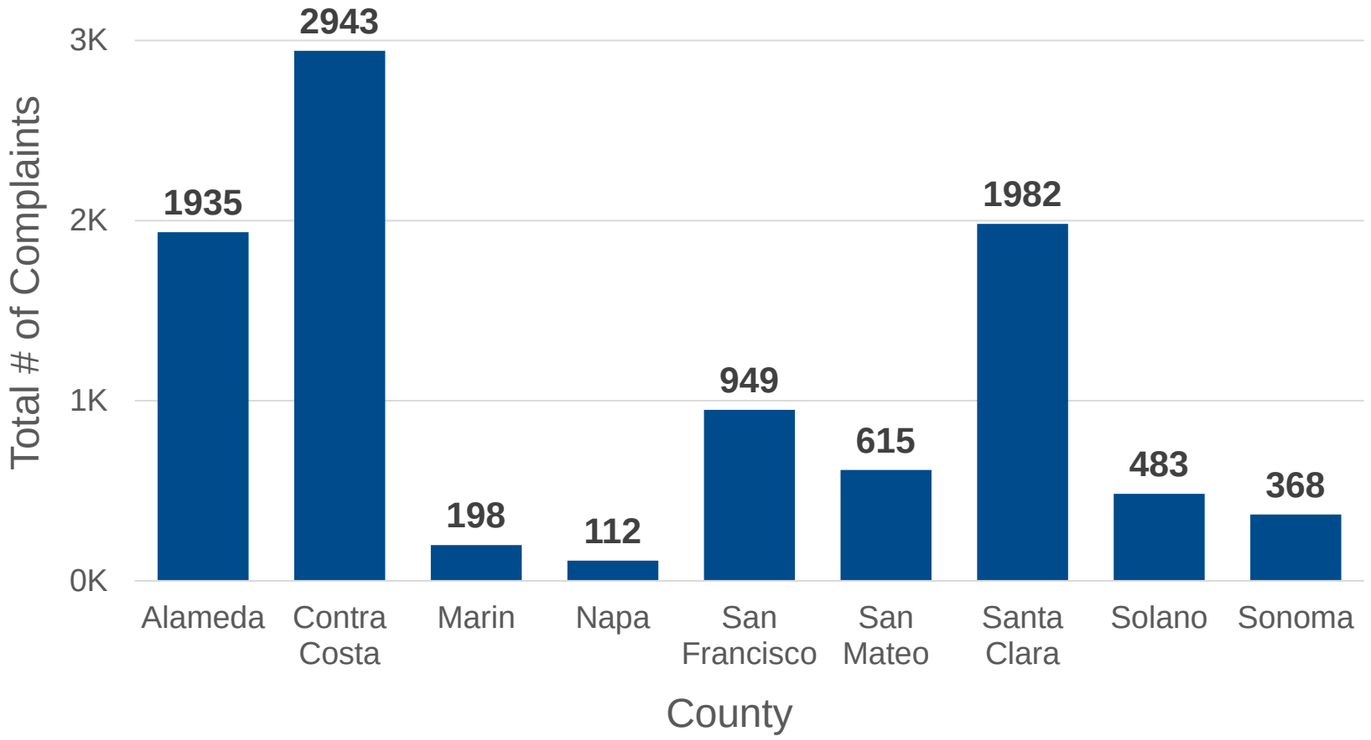


Complaint Summary Across Nine Counties (2023 – 2025)

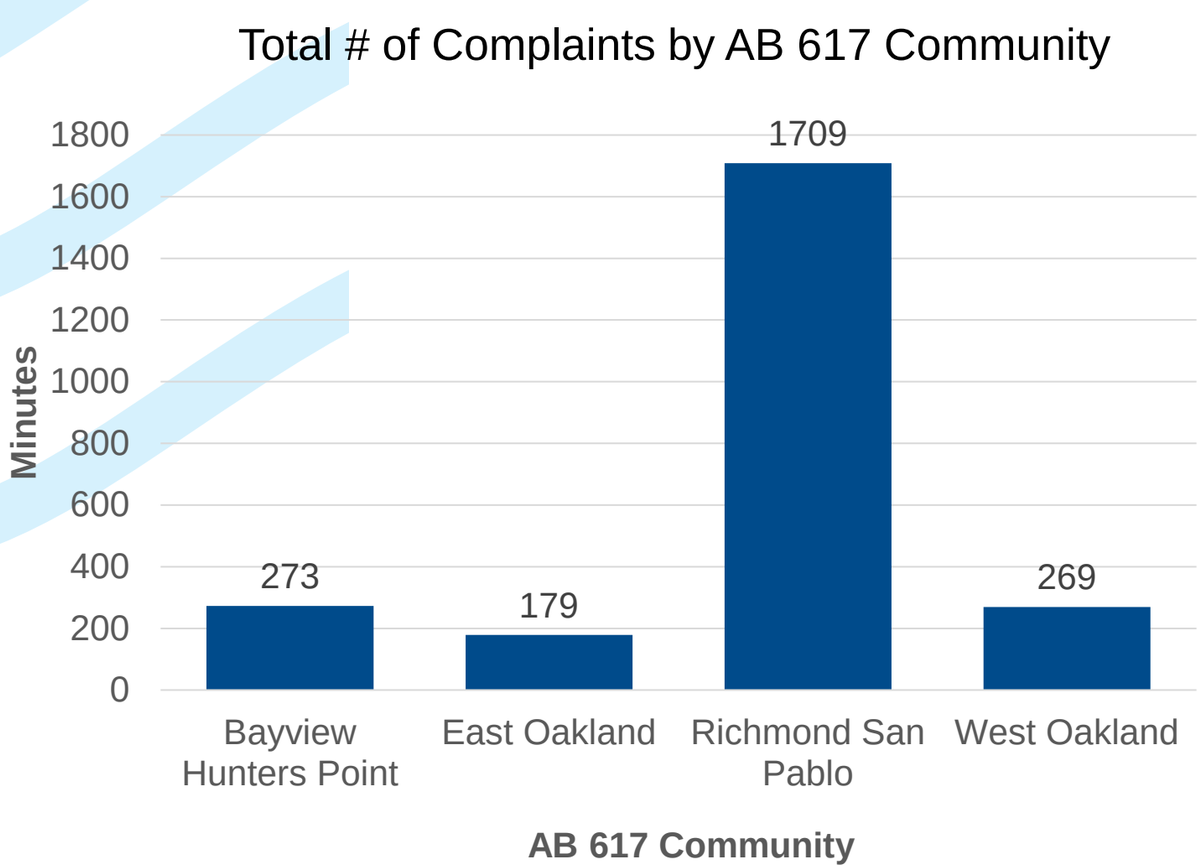
Top 20 Alleged Sites

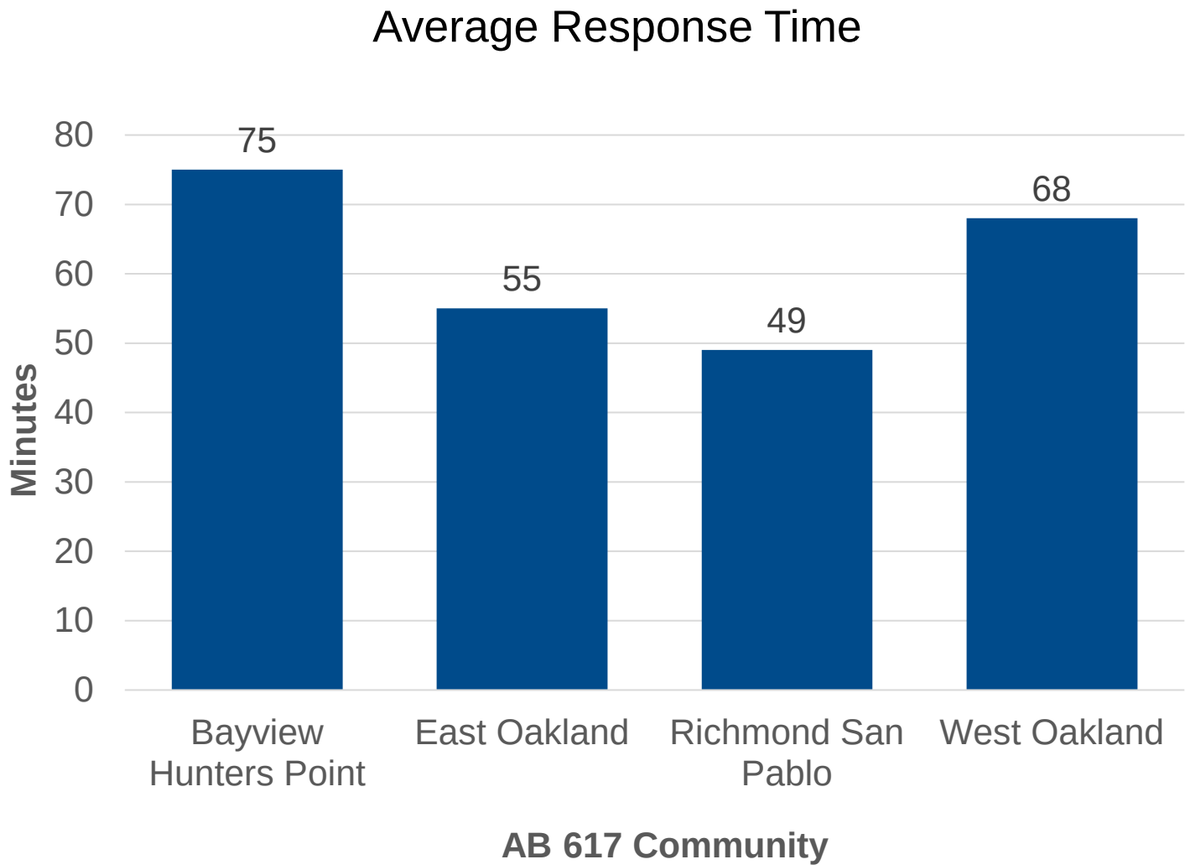
Facility Name	Total # of Complaints
No Alleged Site/Source	6593
International Disposal Corp of CA	562
Chevron Products Company	468
Martinez Refining Company LLC	238
West Contra Costa County Landfill	173
Berkeley Asphalt Company	167
Safety-Kleen of California, Inc	123
Phillips 66 Company - San Francisco Refinery	115
City of Richmond Wastewater Treatment Plant	104
Valero Refining Company	97
BoDean Company Inc	49
Ghrininghelli Specialty Foods	45
Guadalupe Rubbish Disposal	36
Berkeley Ready Mix Company	34
Keller Canyon Landfill Company	33
Caliber Collision Center	20
Darling Ingredients Inc	20
Vallejo Flood and Wastewater District	19
C & H Sugar Company, Inc	18
Radius Recycling dba Schnitzer Steel Products Company	15

Complaint Totals per County



Complaint Summary – AB 617 Communities (2023 – 2025)



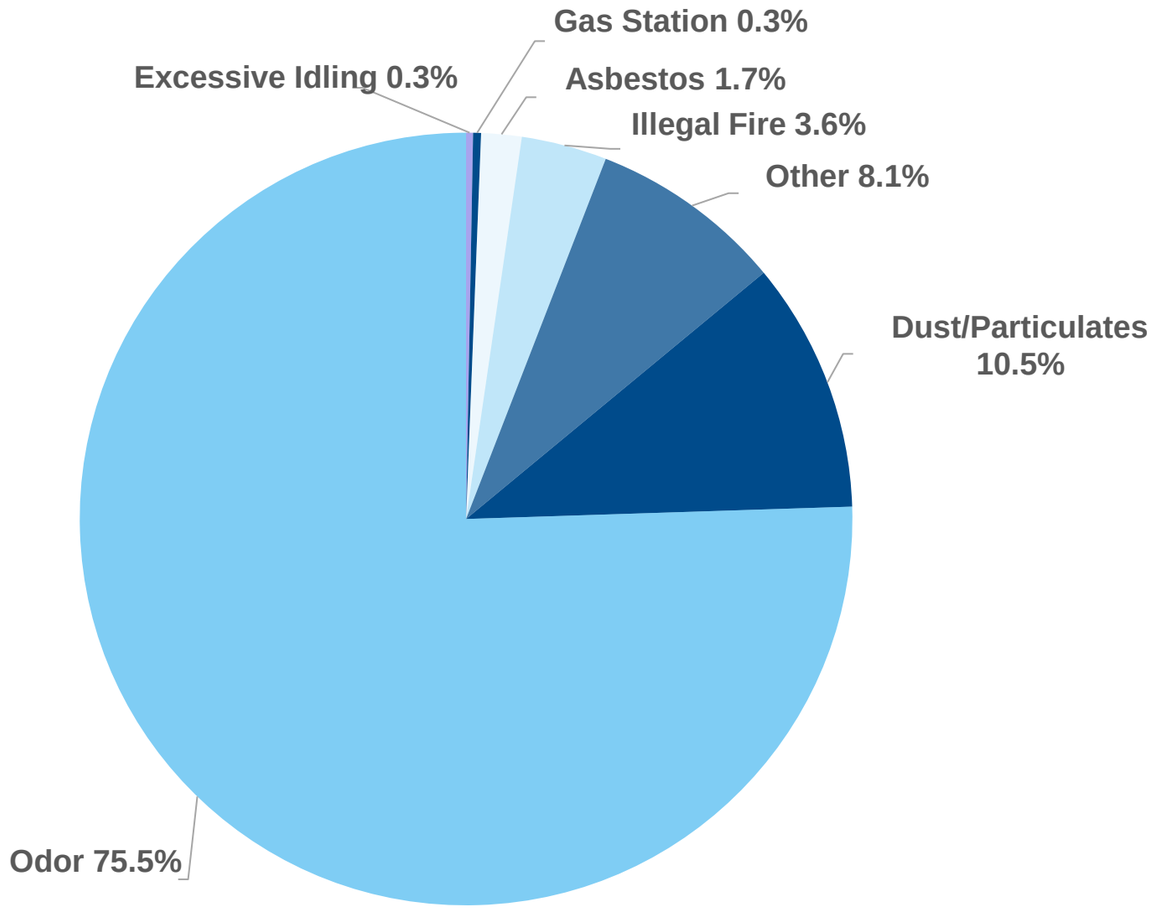


Complaint Summary – AB 617 Communities (2023 – 2025)

Top Alleged Sites in AB 617 Communities

Facility Name	Total # of Complaints
No Alleged Site/Source	1475
Chevron Products Company	468
West Contra Costa County Landfill	173
City of Richmond Wastewater Treatment Plant	104
Darling Ingredients Inc	20
Radius Recycling dba Schnitzer Steel Products Company	15
Green Waste Recycle Yard	14
Onyx/Veolia ES Industrial Services, Inc	8
California Waste Solutions -Wood Street	6
Petrochemical Services, Inc	6
Port of Oakland	5
Richmond Chevron	5
CASS, Inc	4
Chevron #8640	4
City of Pinole-Waste Water Facility	4
Evergood Sausage Company, Inc	4
Pacific Galvanizing	4
Raven SR Inc	4
Bio-Rad Laboratories	3
Recology San Francisco	3

Complaint Types



Strategic Plan Goals and Upcoming Complaint Workplan

- Focus on air quality complaint data review to evaluate new strategies and plan for updating program and policy
  - ➢ Air District Strategic Plan, ***Strategy 2.5: Air Quality Complaints***
    - Ensure complaint process is **effective** and transparent
    - Ensure **responsiveness**
    - Improve **accessibility and transparency** of complaint outcomes by following up with community members on what the problem was and how it was resolved
    - Explore new ways to provide complaint information to the public

- Discuss proposed workplan and timeline for broad community engagement
- Solicit ideas and suggestions for improving program, protocols and processes from CAC

CAC Ideas for Improving the Complaint Program

Develop user friendly maps to show locations of facilities, complaints, violations and inspections

Ability to submit photos and videos for supporting investigations and enforcement

Utilize data to strategically inform prioritization of inspections and investigations

Develop a *Customer Satisfaction Survey* to create a feedback loop

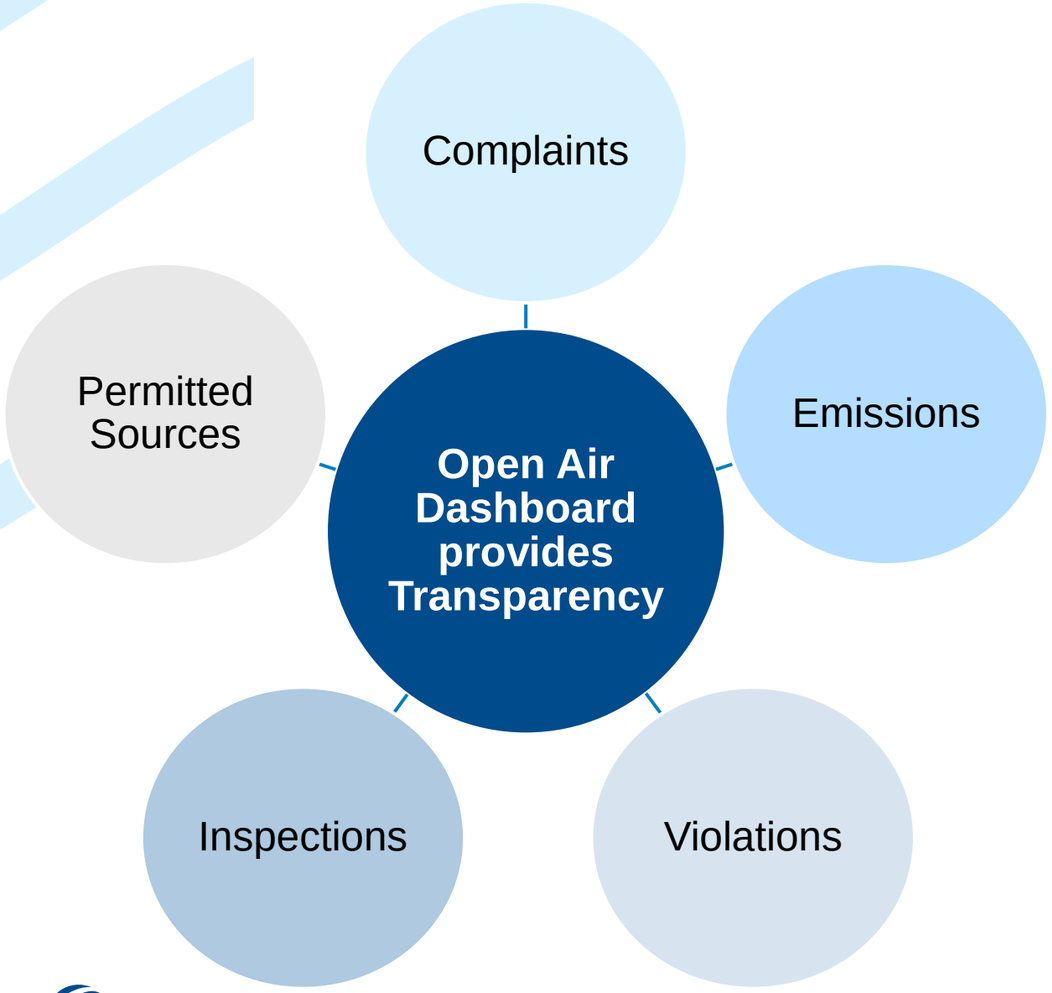
Provide additional details in complaint report (e.g., investigation outcomes and actions, regulations reviewed, etc.)

Utilize monitors and conduct sampling, when feasible

Develop guidance materials and frequently asked questions (FAQ) documents (e.g., how to report a complaint, complaint investigation process)

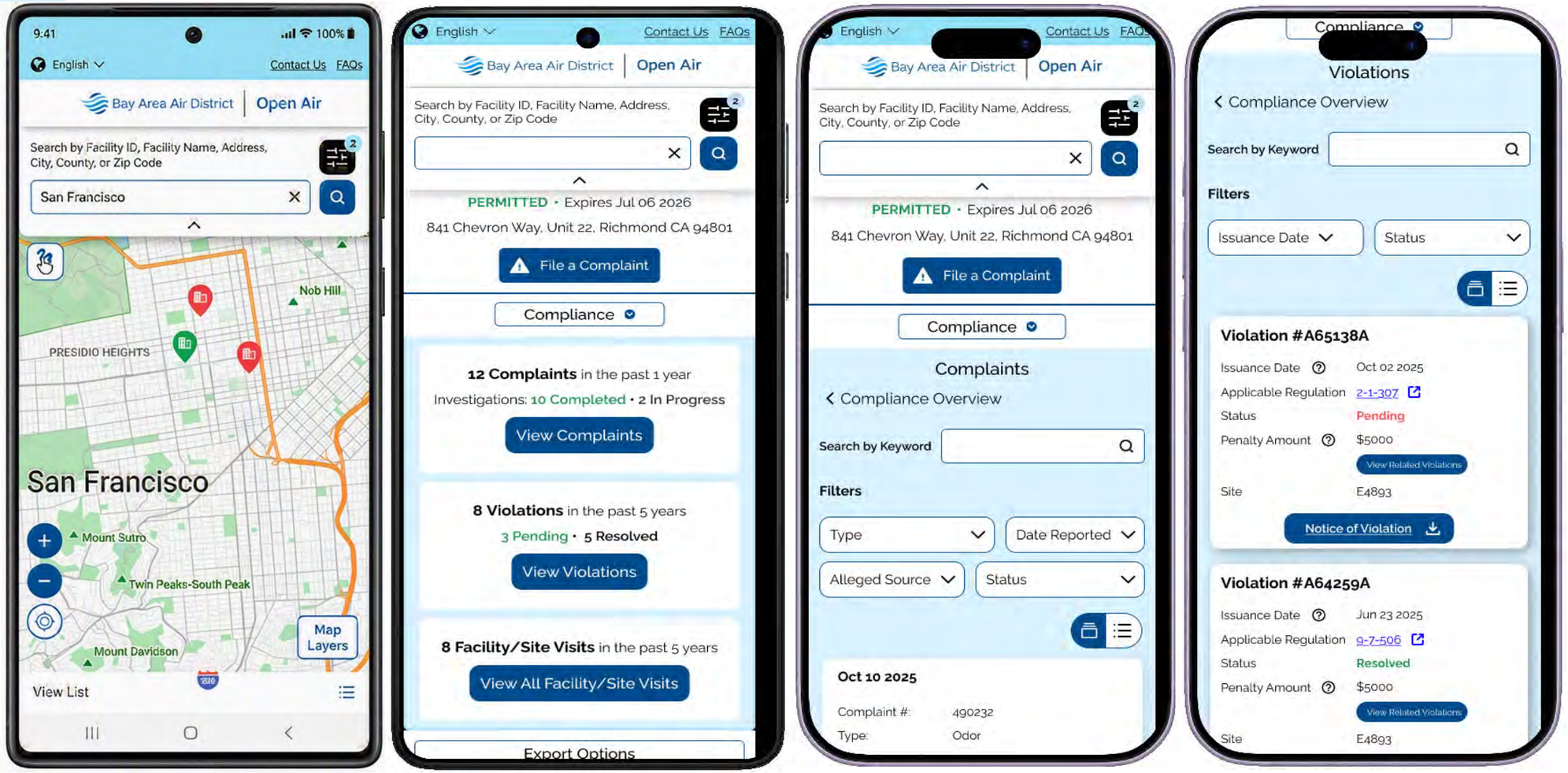
Ensure investigation follow-up with complainants

Open Air - Expanding Public Access to Data



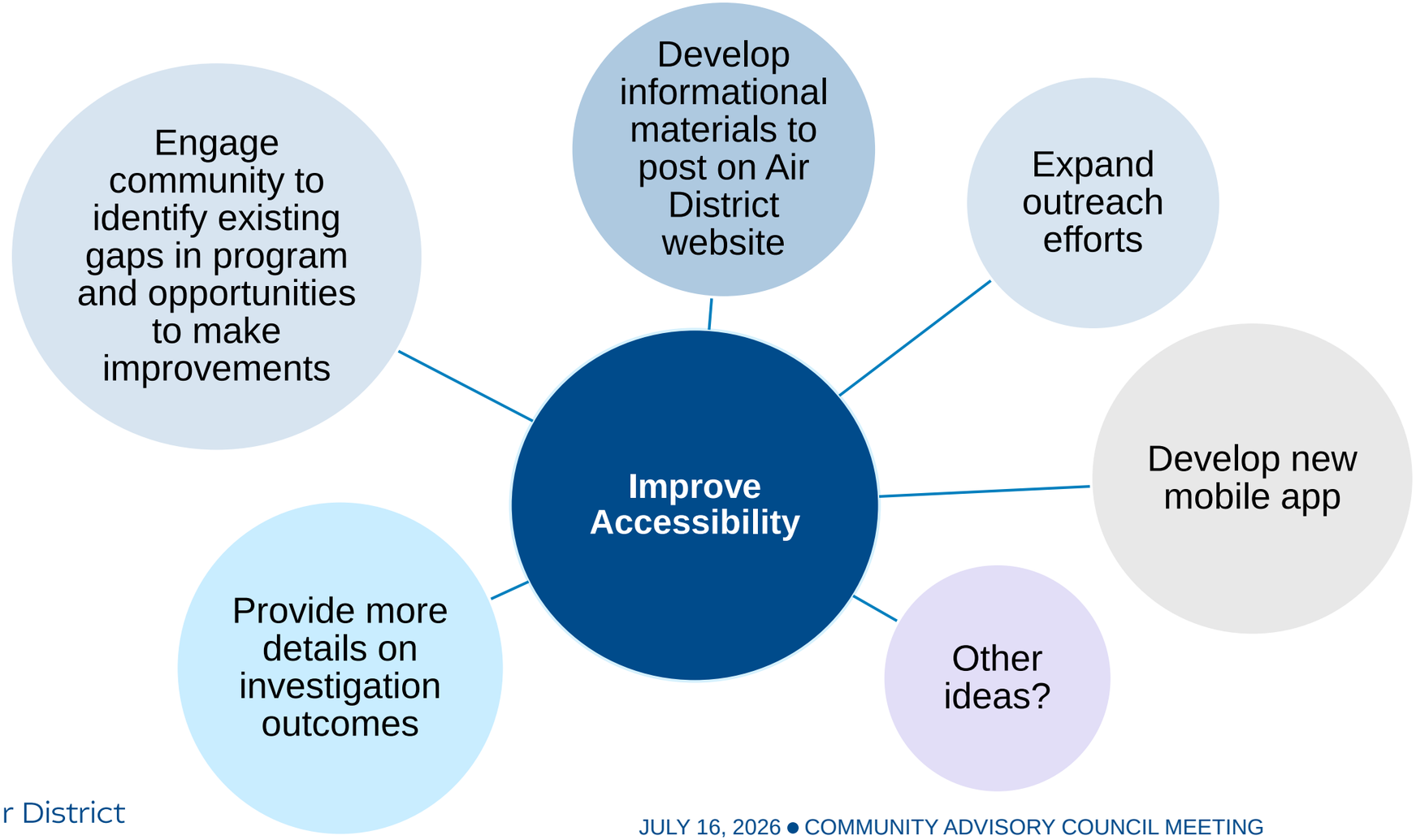
- Open Air is being developed in partnership with our CAC members
- Special thanks to Patrick Messac, Kevin G. Ruano Hernandez, Latasha Washington, Cynthia Prieto-Diaz, and Dominick Ramirez for their ongoing input and contributions

Open Air – Community Informed Design

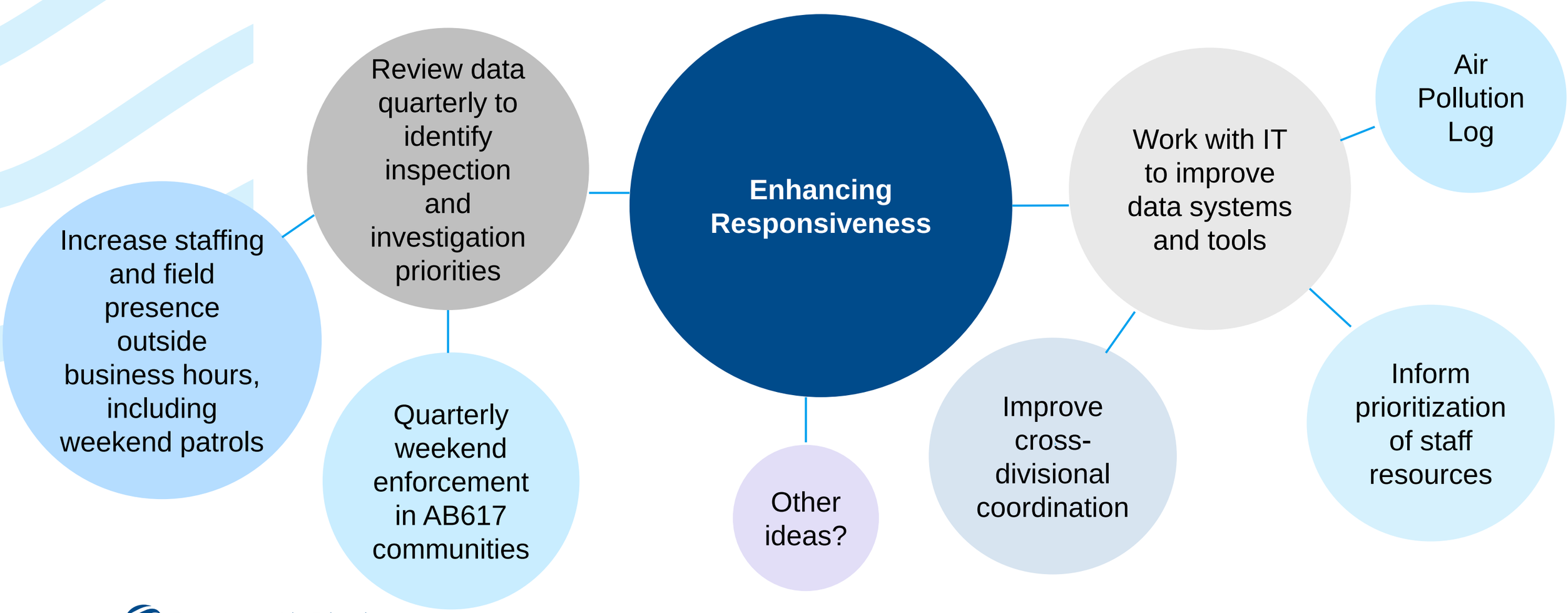


Disclaimer: These are draft mock-ups of Open Air. Features, layout, and design are still in development and may change. The data shown is for demonstration purposes only and does not represent real facilities or records.

Ideas to Improve the Complaint Program



Ideas to Improve the Complaint Program



Tentative Timeline

Technology enhancements to improve data collection and analysis to inform strategies and program updates

Questions and Discussion

- How can we further improve transparency, accessibility, and responsiveness?
- What additional improvements would you like to see with the Air District's complaint program?

Complaint Program Community Feedback Survey

Contact

For more information:

Almira Van, Supervising Air Quality Specialist | avan@baaqmd.gov

Audrey Galimba, Air Quality Specialist | audreygalimba@baaqmd.gov

Grace Leung, Air Quality Specialist | gleung@baaqmd.gov

AGENDA: 6

Bay Area Air District

Amendments to the Community Advisory Council Charter

Community Advisory Council Meeting

July 16, 2026

Kevin Ruano Hernandez
Jeff Sanchez

Community Advisory Council Members and Co-Chairs of the CAC's Governance Ad Hoc Committee

Recommended Action

Discuss draft amendments to the Community Advisory Council (CAC) Charter and provide direction to the Governance Ad Hoc Committee for finalization of the draft Charter amendments.

Process and Timeline of Charter Amendments

Ad Hoc weekly meetings

Review suggested amendments

Develop draft Charter language and rationale for changes

Public Comment Period

30 days for public to review draft

Ad Hoc incorporates public comments

Fall Board of Directors Meeting (Oct/Nov/Dec)

Considers CAC Charter amendments

Approves final Charter

APRIL MAY JUNE JULY AUGUST SEPTEMBER OCTOBER NOVEMBER DECEMBER

Council discusses draft amendments

July 16 CAC Meeting

Final proposed amendments to CAC for consideration and vote

Fall CAC Meeting (Sept/Oct/Nov)

Highlights of Charter Amendments

- **Streamlined language and made administrative updates** (e.g. dates, removed names of previous Ad Hoc Committees, etc.)

- **Mandatory Trainings (Section 4.2.1)**
  - Revised mandatory trainings list (e.g. Brown Act, Civility, Anti-Harassment)
  - Discuss: consequences if trainings are not completed

Highlights of Charter Amendments (cont.)

- **Revised agenda-setting (Section 8)**

- **Charter amendments (Section 1.15)**
  - Removed limitation of Charter amendments to occur in odd years
  - Removed requirements for public comment period and Community Equity, Health, and Justice (CEHJ) Committee review for amendments

Summary Table Review & Discussion

- Refer to the Summary Table handout in the meeting agenda packet for a brief description of the amendments and their rationale
- Refer to the draft tracked changes Charter handout in the packet for proposed language for the amendments

Bay Area Air District

Public Comment

Discussion and Question & Answer

For more information:

communityadvisorycouncil@baaqmd.gov