

# AIR QUALITY COMPLAINT PROGRAM

## AIR QUALITY COMPLAINTS

The Air District receives approximately 7,000 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

Contact us by phone or online when you have an air quality concern that you want us to investigate, such as a strong odor in your neighborhood or smoke from a nearby factory. Your complaint results in an investigation by one of our inspectors to address your concerns. Providing your contact information allows us to contact you by phone or in person to gain additional information about your issue, however, you may also choose to file your complaint anonymously.



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](http://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

**Report Smoking Vehicles:** 1-800-EXHAUST

Residential wood smoke and smoking vehicles complaints are handled differently. For more information, please visit [www.baaqmd.gov/complaints](http://www.baaqmd.gov/complaints).



BAY AREA  
AIR QUALITY  
MANAGEMENT  
DISTRICT



## HOW WE HANDLE YOUR COMPLAINTS

**1** Dispatcher receives complaint and sends complaint details to inspector.



**2** Inspector conducts an investigation to determine possible 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 to verify compliance with applicable air quality regulations and works with the site to mitigate and resolve any emissions or compliance concerns.



**4** Inspector determines the complaint status based on investigation findings and takes enforcement action if a violation of any Air District, state, or federal air quality regulation is discovered. A violation generally results in a fine intended to discourage repeat violations.



**5** Inspector notifies the complainant of the investigation outcome. Additional details about our air quality complaint investigation process can be found in the Air District's Complaint Policy & Procedures.



## 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](http://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](http://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](http://www.baaqmd.gov)  
[www.sparetheair.org](http://www.sparetheair.org)



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