

COMPLAINT RESPONSE

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Supervising AQ Inspector
x7029

Why do we investigate complaints?

- Major part of the District's Mission
- They may indicate violations of District rules
- To head off future problems

Nuisance Rule

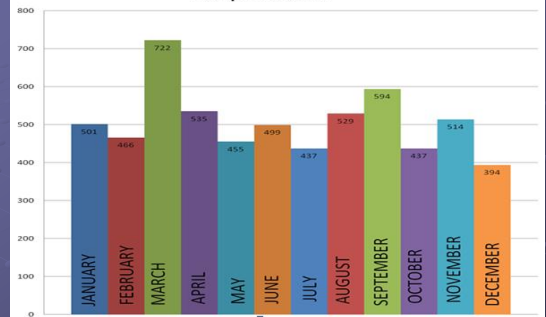
(Adopted May 7, 1976)

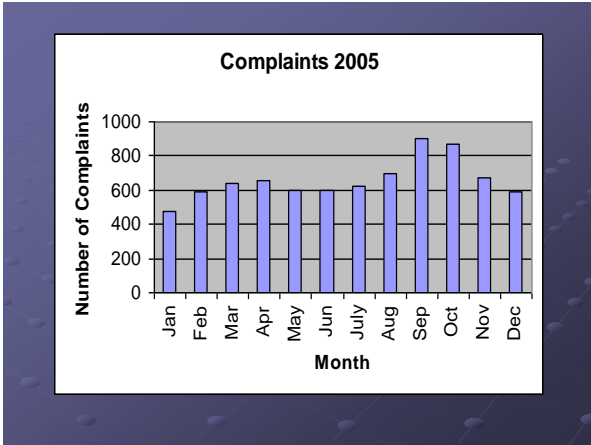
RULE 402. NUISANCE

A person shall not 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 a natural tendency to cause, injury or damage to business or property.

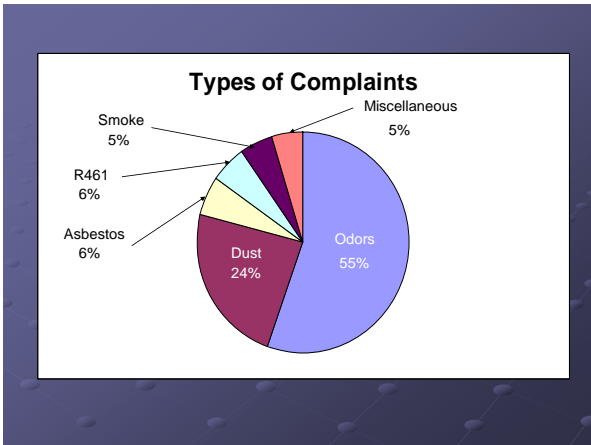
The provisions of this rule shall not apply to odors emanating from agricultural operations necessary for the growing of crops or the raising of fowl or animals.

Complaints 2010





- ### Types of Complaints
- Odors
 - Fallout
 - Dust
 - Smoke
 - Rule 461
 - Asbestos



- ### Steps to Complaint Response
1. Surveillance – Read wind, look for visible emissions, detect odors, look for possible sources
 2. Meet with complainant
 3. Find and inspect source
 4. Take enforcement action as necessary
 5. Re-contact complainant
 6. Write report
 7. Take follow-up actions as necessary

Locating the Source

Wind: West
@ 3-5 mph



Paperboard
Manufacturer



Sanitation Plant

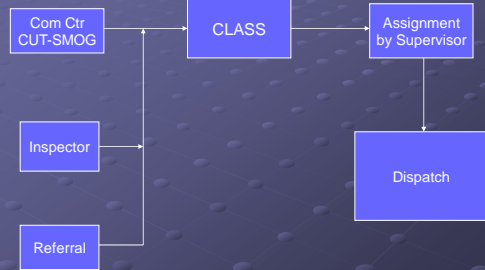


Oil Refinery



Complainant

Complaints Flow Chart



Update Complaint 97567

Complaint Info Assignment Result Report

Complaint No: 97567 Type: ODORS Rec'd By: MICHAELS
Description: PUTRID ODDOR GOING ON NOW. WIND FROM THE SOUTH. Received Date/Time: 07/23/1996 20:13

Complainant First Name: LAURA Last Name: CANTU
No: 1178 Sfx: Dir: Street Name: SPENCE Str Type: STREET Unit:
City: LOS ANGELES Zip: 90022 Phone: W: (909) 396-2000 x: 3457

Alleged Source Name: UNKNOWN RENDERING PLANTS
No: Sfx: Dir: Street Name: UNKNOWN Str Type: Unit:
City: LOS ANGELES Zip: 90022 Sector: FF
Team: Instance Start: 00/00/0000 00:00 Instance End: 00/00/0000 00:00 Do not send Email

New Save Unassign Print Close

Update Complaint 97567

Complaint Info Assignment Result Report

Assignment No: 481750 Inspection Status: RECEIVED
Category: COMPLAINTS Assigned Date: 07/25/1996 10:42
Activity: FIELD INVESTIGATION Assigned By: LYNNB
Inspector: RWOT RICHARD L WATSON Dispatched/Received Date: 07/25/1996 11:30
Facility ID: 800016 BAKER COMMODITIES INC Inspection Date: 0000/0000
Instruction: SURVEILLANCE OF AREA NEAR RENDERING PLANTS. CONTACT COMPLAINANT WITH RESULTS.

Send Email To Inspector

New Save Unassign Print Close

Update Complaint 97567

Complaint Info Assignment **Result** Report

Alleged Source UNKNOWN RENDERING PLANTS

No. Nbr Stg Dr Street Name St Type Unit
 City LOS ANGELES Zip 90022 Sector PP

Actual Source BAKER COMMODITIES INC Fac ID 800016

No. Nbr Stg Dr Street Name St Type Unit
 3848-41 BANDINI BOULEV.
 City VERNON Zip 90023 Sector PF

Disposition OC Date 07/25/1996 16:10

New Notice Update Notice Copy Alleged To Actual Search Actual Source Name & Address

New Save Unassign Print Close

Update Complaint 97567

Complaint Info Assignment **Result** Report

12:33 HRS - I surveyed area for odors. I did not detect any at complainant's home. Wind was from SSW @ 2-4 mph.

12:48 HRS - I surveyed sources to south of complainant. Baker Commodities' grease plant (furthest west end of complex on Bandini Blvd) was emitting strong odors of grease cooking.

12:53 HRS - I surveyed odors on 26th st. which parallels Bandini Blvd about 1/2 mile north. I detected the same grease cooking odors from Baker Commodities downwind from them. But the odors were fainter. I think the odors would be weaker by the time they got as far as the complainant's. Also the wind was blowing in a slightly different direction. A wind from the SSE would blow Baker odors to the complainant's. A WSW wind would blow odors from Darling International.

16:00 HRS - I phoned the complainant with my findings. She said they were house sitting and got very bad odors most evenings starting about 16:00 HRS and peaking around 20:00 HRS. She said she would ask neighbors about calling in complaints when the odors got bad to support a Public Nuisance.

New Save Unassign Print Close

Complaint Search

Search Criteria **Result**

Complaint No. Received From: 01/01/2010 To: 09/27/2011 Received By: Inspector: Team: Type: Disposition: Last Name: First Name: Undispatched: Zip:

Actual Source No. Street City Zip Sector ID

Alleged Source ALLENCO No. Street City Zip Sector ID

Search unassigned complaints only Do not limit complaint search result

Note: Append % at the beginning/end of search string in fields marked * to perform partial search.

Total: 39 Search Refresh Deselect Clear Search Clear Result New Asgmt Update Print Close

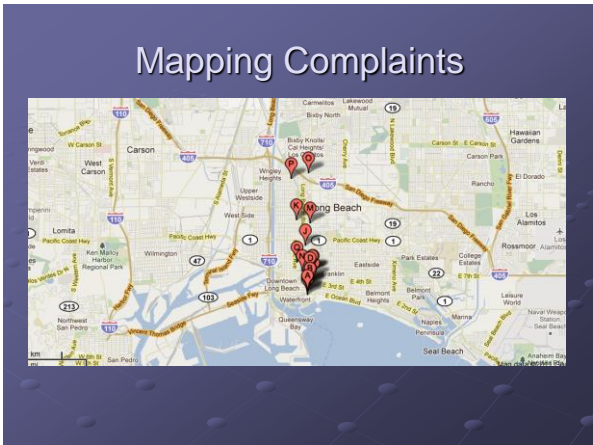
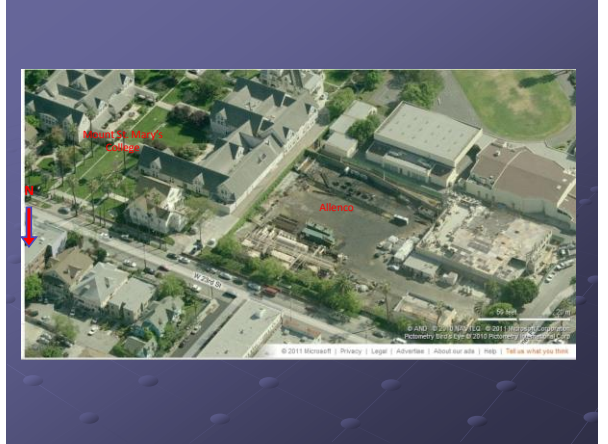
Complaint Search

Search Criteria **Result**

Received Date	No.	Team	Sector	Inspector	ID	Dispatched Date	Type	Disposition	Alleged Source
09/23/2011 14:38	219619	I2	LB	NF01		09/23/2011 14:50	ODOORS	SUNK	ALLENCO
09/23/2011 13:53	219617	I2	LB	NF01		09/23/2011 14:12	ODOORS	SUNK	ALLENCO
09/23/2011 13:53	219616	I2	LB	NF01		09/23/2011 14:12	ODOORS	SUNK	ALLENCO
09/23/2011 13:53	219646	I2	LB	NF01		09/27/2011 09:32	ODOORS	SUNK	ALLENCO
07/22/2011 17:55	218417	I2	LB	JEO2		07/22/2011 17:55	ODOORS	NV	ALLENCO
07/22/2011 17:46	218415	I2	LB	JEO2		07/22/2011 17:46	ODOORS	NV	ALLENCO
07/22/2011 17:44	218414	I2	LB	JEO2		07/22/2011 17:44	ODOORS	NV	ALLENCO
07/22/2011 17:38	218413	I2	LB	JEO2		07/22/2011 17:38	ODOORS	NV	ALLENCO
07/22/2011 17:19	218412	I2	LB	JEO2		07/22/2011 17:28	ODOORS	NV	ALLENCO
07/22/2011 17:14	218411	I2	LB	JEO2		07/22/2011 17:25	ODOORS	NV	ALLENCO

Sort By: Received Date Dispatched Date Team Inspector Alleged Source Street City Zip No.

Total: 39 Search Refresh Deselect Clear Search Clear Result New Asgmt Update Print Close



Don'ts

- Don't do anything that's unsafe
- Don't park in front of complainant's house
- Don't do telephone response
- Don't tell complainant that odor isn't so bad
- Don't lose control of DA forms
- Don't get emotionally involved
- Don't take sides

