

# San Luis Obispo Air Pollution Control District Complaint Response Program

## DISTRICT POLICY

### Air Pollution Complaints

- ◆ Highest priority concern
- ◆ Timely, cordial and professional service
- ◆ Investigate all complaints
- ◆ Inform complainants of findings and dispositions
- ◆ Complainant information confidential
- ◆ Maintain a resolution average of 10 days.

## RESOURCES

### Current Staff

- ◆ 1 Supervisor
- ◆ 3 Full time general inspectors
- ◆ ½ time inspector for gasoline stations
- ◆ Inspector assigned to weekend standby duty
- ◆ Sheriff Dept Emergency call down list 24-hrs/day

### Skills/Knowledge

- ◆ Public Relations
- ◆ Conflict Resolution
- ◆ Investigations & Report Writing
- ◆ Industrial Processes
- ◆ Air Pollution Control Technologies

### Computer Tracking & Reporting

- ◆ All complaint investigations documented and logged

## OPERATIONS

### Procedures

- ◆ Nuisance complaints must be verified
- ◆ Maintain confidentiality of complainant
- ◆ Observations recorded in objective manner
- ◆ No promise of legal action or particular course of action
- ◆ Potential for hostile/unknown/hazardous situations
- ◆ Determine source of air pollutants, if possible and inspect source
- ◆ Determine compliance with APCD Rules & Regs
  - Public nuisance
  - Emission limitations
  - Permit requirements
  - Issue Notice to Apply/Notice of Violation if warranted
- ◆ Referrals to other agencies
- ◆ Agricultural operations exempt from odor nuisance & visible emissions limitations
- ◆ Inform complainant of investigation results within 2 days of receipt

### Inter Agency Cooperation/Referrals

- ◆ Environmental Health
- ◆ CDF/San Luis Obispo Co. Fire
- ◆ Local Fire Depts.
- ◆ Code Enforcement Agencies
- ◆ Regional Water Quality Control Board
- ◆ Agricultural Commissioner's Office
- ◆ Public Works Depts.

## 2001 COMPLAINTS

<b>Type of Complaint</b>	<b># Complaints</b>	<b>% of Total</b>
Residential Burning	90	31
Dust	48	16
Permitted Facility	36	12
Smoke (not open burning)	21	7
Odors	18	6
Coffee Roasters	18	6
Auto Body or Other Painting	15	5
General Air Quality	12	4
Asbestos	12	4
Agricultural Burning	9	3
Gasoline Stations	9	3
Trains	6	2
<b>TOTAL</b>	<b>294</b>	<b>99*</b>

\* Does not add to 100% due to rounding

### Other Sources of Complaints

<b>Odors</b>	<b>Particulate Matter</b>	<b>Other</b>
Waste water treatment plants	Construction Sites	Indoor Air Quality
Fiberglassing	Agricultural tilling	Smoking Vehicles
Composting Operations	Insect Droppings	Fireplaces
Nail Salons	Pollen	

**BOARD CONTACT:** Karen Brooks, Manager Enforcement and Compliance Division. Phone 781-5912  
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