



## West Berkeley Alliance for Clean Air and Safe Jobs

### BAAQMD Complaint Guideline Solutions:

1. Hire inspectors with the best available nasal sensitivity, rather than “average” nose sensitivity. The burden on inspectors to trace nuisances to their sources is demanding.
2. Actively research and implement the routine use of accurate scientific sampling tools BAAQMD inspectors can use to help confirm complaints, and to gather emissions data at industries and in the community.
3. Instruct inspectors NOT to wear/use fragrances while at work (perfumes, colognes, scented shampoos, scented detergents, etc.) Community members suffering from environmental illness and sensitivities are endangered, and the presence of scented products compromises confirmation of odor nuisances. Strongly encourage inspectors to delegate inspections when they have a cold or other condition that would prevent them from effectively smelling odors.
4. Emphasize to inspectors the importance of impartiality and service to the community on the job – inspectors must NOT discourage complainants from calling to file a complaint.
5. Provide inspectors at on-going potential nuisance sites 24/7 with response times averaging 10 minutes. Time-sensitive meteorological conditions otherwise make odor complaints difficult to confirm, and industries may operate 24/7.
6. Provide continuous emissions monitoring at stacks and at the fence line at on-going potential nuisance sites.
7. Empower inspectors to issue public nuisance/odor nuisance NOV's to potential on-going nuisance sites whenever the inspector smells the odor previously attributed to that site, even when no nuisance complaints have been received by the BAAQMD from the public. If the odor was a public nuisance before, its presence again will logically have the same impact.
8. Review with inspectors the BAAQMD complaint guideline regarding the correct use of complaint declaration forms.
9. Include specific information regarding complainants alleging health effects in the BAAQMD data base ASAP, with easy access to the public via PRR
10. Establish a user friendly complaint procedure for the public to file against inspectors or other BAAQMD employees.