

## AIR QUALITY IN THE SAN JOAQUIN VALLEY

Air quality has improved in the San Joaquin Valley, but we still have some of the dirtiest air in the nation. To help protect the health of Valley families, the Valley Air District has created tough rules to improve air quality. Members of the public, just like you, help us enforce these rules.

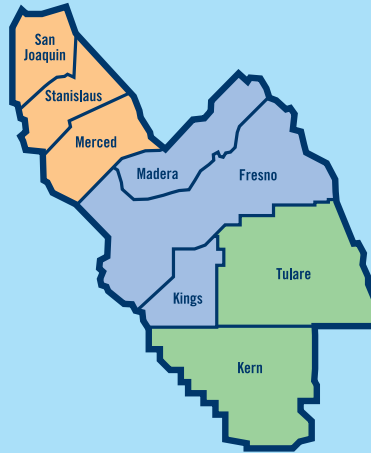
Each year, the District investigates about 3,000 air quality related complaints from the public.

- Do you smell a strong unusual odor?
- Do you see a cloud of smoke and think someone is burning illegally?
- Do you see dirt being tracked out onto a public road from a construction area?
- Do you see anything unusual that is creating air pollution?

These could be violations of air quality regulations and should be reported. All complaints are investigated, and we keep all your information confidential.

Responding to complaints in a professional and timely manner is a priority of the District.

For more information about the District's Compliance program or how to report a complaint, visit [www.valleyair.org](http://www.valleyair.org). Or call the nearest District office, listed below.



### Northern Region

*Serving San Joaquin, Stanislaus and Merced counties*  
4800 Enterprise Way, Modesto, CA 95356-9322  
Tel: 209-557-6400 FAX: 209-557-6475  
Complaint Line: 1-800-281-7003

### Central Region (Main Office)

*Serving Madera, Fresno and Kings counties*  
1990 E. Gettysburg Avenue, Fresno, CA 93726-0244  
Tel: 559-230-6000 FAX: 559-230-6061  
Complaint Line: 1-800-870-1037

### Southern Region

*Serving Tulare and Valley air basin portions of Kern counties*  
34946 Flyover Court, Bakersfield, CA 93308  
Tel: 661-392-5500 FAX: 661-392-5585  
Complaint Line: 1-800-926-5550



Please visit our web sites [www.valleyair.org](http://www.valleyair.org)

and



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# REPORTING AN AIR-POLLUTION COMPLAINT



**San Joaquin Valley**  
AIR POLLUTION CONTROL DISTRICT

1-800 SMOG INFO  
[www.valleyair.org](http://www.valleyair.org)

# Bad smell? Unusual smoke? Dust? The District investigates 3,000 complaints a year, and the public plays a key role in ensuring regulations are followed.

## Why File A Complaint?

The District has a team of inspectors that work hard to ensure that all air quality rules and regulations are being followed. The public can help by reporting air quality issues in their neighborhood. By noticing when something seems to be creating air pollution and reporting it to the District, the public is playing an important role in improving our air.

## How to File A Complaint?

Filing a complaint is easy. Just call one of the toll-free numbers below. Please give us as much detail as possible including:

- Time, date and location
- Describe what you see, smell and feel

See: Smoke, fire, dust, falling ash, etc.

Smell: rotten eggs, gasoline, oil, sweet, sour, smoke, etc.

Feel: burning eyes, throat/nose irritation, breathing problem, headache, etc.

- Give a location
- Your name, address and phone number



## What to Report

Possible air quality violations are:

- Bad odor
- Smoke
- Burn barrels
- Smoking chimneys or outdoor fire pits on "No Burn" days
- Dust being kicked up by construction
- Smoking vehicles (1-800-559-9247)

## Complaint Lines

### Northern Region

*San Joaquin, Stanislaus and Merced counties*

**1-800-281-7003**

### Central Region (Main Office)

*Madera, Fresno and Kings counties*

**1-800-870-1037**

### Southern Region

*Tulare and the Valley portion of Kern counties*

**1-800-926-5550**

### Complaints about Smoking Vehicles

**1-800-559-9AIR**

or

**1-800-559-9247**

## What Happens After I Call in My Complaint?

The District keeps all personal information confidential. During the work day, inspectors respond to complaints as soon as possible. After hours, the District's phone system will forward your complaint to an on-call inspector. All complaints are investigated and appropriate action is taken when necessary.

The sooner a complaint is received, the sooner an inspector can begin an investigation. Problems should be reported when they are observed.

You should receive a call back from the District by the next business day at the latest responding to your complaint.

