



# COMPLAINT RESPONSE AND REPORTING

Presentation to the



# SCAQMD COMPLAINT SYSTEM

## 1-800-CUT-SMOG

- Complaints received via phone or online
- Odors, dust/overspray, smoke, asbestos
- Approximately 11,000 complaints per year

The screenshot shows the 'Complaint Reporting System' interface for the South Coast Air Quality Management District. It includes a header with the AQMD logo and navigation links for 'New Complaint' and 'Track Complaint'. A welcome message states that air quality complaints can also be reported by calling 1(800)CUT-SMOG or 1(800)288-7664. The 'Your Information' section contains fields for phone, email, first name, last name, street name, city, and zip, with a 'Remember Me' checkbox. The 'Complaint Details' section includes a dropdown for 'Complaint Type', a 'Description' field, 'Date detected' (pre-filled with 9/7/2018), 'Time Detected' (pre-filled with 10:00 AM), 'Business Name (if known)', 'Street Name / Cross Street', and another 'City' dropdown. There is also a section for attaching a picture or video with a 'Browse...' button and an 'Upload Now' button. A 'Help' button is present next to the 'Description' field.

South Coast Air Quality Management District

Complaint Reporting System

New Complaint Track Complaint

Welcome to the South Coast Air Quality Management District's On-line Complaint Reporting System. Air Quality complaints can also be reported by calling 1(800)CUT-SMOG or 1(800)288-7664.

Your Information About Your Privacy

Fields marked with \* are required, others are optional.

Phone :   \*

Email :  \*

First Name :

Last Name :

Street Name :

City :

Zip :

☐ Remember Me (Be sure to uncheck this box if you are using a public computer so that other users cannot view your information)

Complaint Details

Please describe in detail the air quality problem you've experienced. It's important to let AQMD know the date and time when you first detected the problem, and if the problem is continuing when you report it.

Complaint Type :

Description :  \*

Date detected :  9/7/2018 \*

Time Detected :  10:00 AM

Business Name (if known):

Street Name / Cross Street :  \*

City :

Zip :

Attach a picture or video to this complaint :  Browse... (Supported formats include jpg, mov, and avi.)

Upload Now



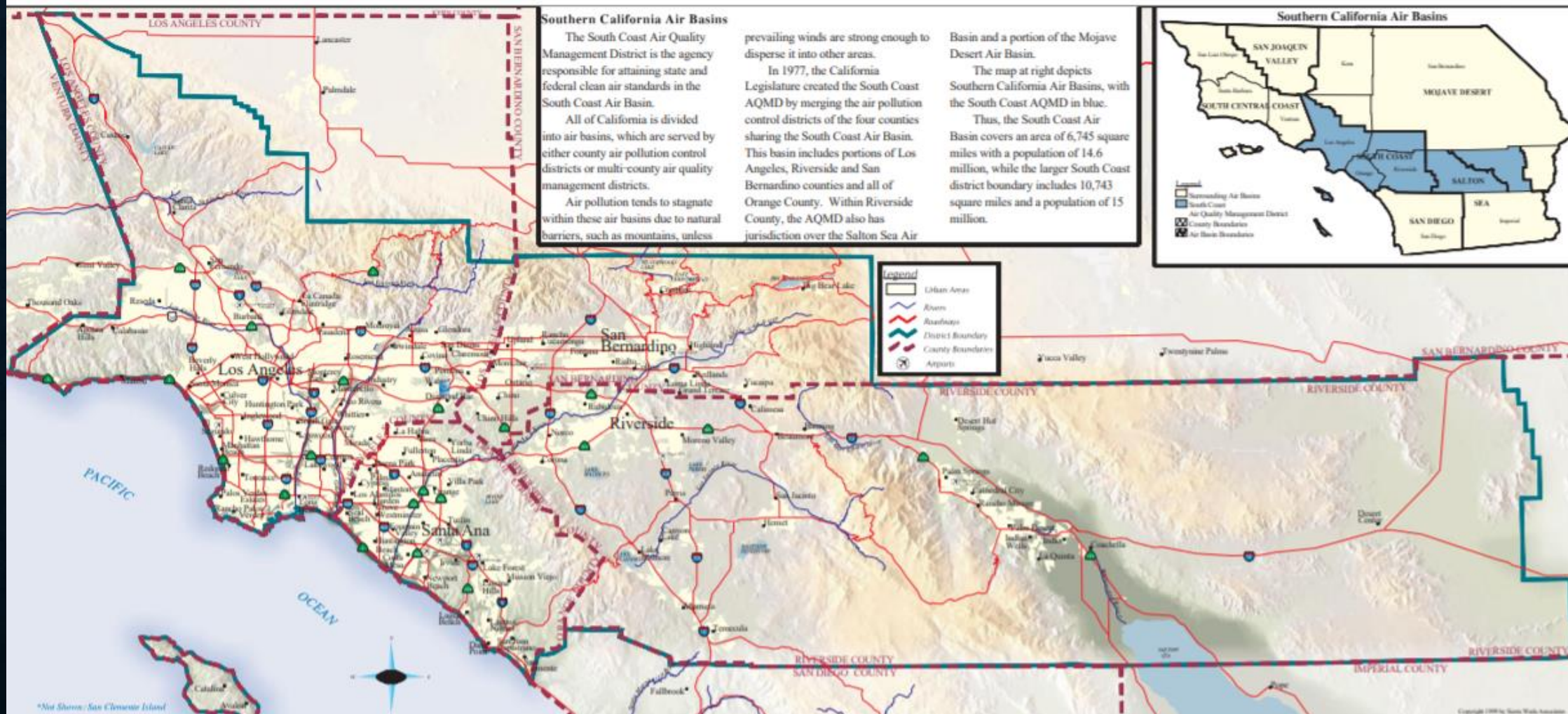


# SOUTH COAST AIR QUALITY MANAGEMENT DISTRICT

21865 Copley Drive, Diamond Bar, CA 91765-4182

Information: 1-800-CUT-SMOG (1-800-288-7664)

Internet: <http://www.aqmd.gov>





# COMPLAINT ASSIGNMENT AND RESPONSE

- Normal Operating Hours Tuesday-Friday 7:00 AM to 5:30 PM
  - Inspectors on duty
- SCAQMD Operators receive and enter complaint details into system
- Supervising Inspectors continuously assign complaint to field inspection staff based on:
  - Type and location of source
  - Staff location and availability
  - Staff attempts to contact complainant within first two hours to assess complaint and inspect the same day if situation is ongoing

# COMPLAINT INVESTIGATION

- Dependent on type of complaint
- Complainant contact – Are odors still occurring?
- Surveillance of source
- If odor complaint, verify odors with complainant. Odor verified by nose.
- Upwind/Downwind. Wind Speed and Direction
- Inspection of source
- SCAQMD Rule 402-Nuisance (Cal. Health and Safety Code 41700)



(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.

## **OFF HOURS ACTIVITIES 5:00 PM - 7:00 AM**

- Standby Supervisor
- Standby Inspectors
- Two Night Duty Inspectors - Monday-Thursday until 10 PM
- Emergency Response



# **AFTER HOURS COMPLAINT PROCEDURE**

- Standby Supervisor monitors incoming complaints
- Three complaints of a source in an hour, supervisor will attempt to contact available standby staff to respond
- Exceptional situations, surveillance
- Other complaints received after hours are addressed the next working day



# COMPLAINT REPORTING

- SCAQMD typically does not generate ongoing reports listing all complaints for facilities
- Some exceptional cases are posted on website in detail:.
  - Exide, Aliso Canyon, Coastal Odors, Torrance Refinery, Compton and Paramount Community Monitoring Efforts, Sunshine Canyon Landfill
- Posted under “Community Investigations” on SCAQMD website
- SCAQMD Compliance database queried for complaints

# SUNSHINE CANYON LANDFILL COMPLAINT REPORTING

- SCAQMD compiles and posts monthly complaint information
  - List of complaints received by street
  - Ongoing list of complaints received and violations by month
  - Chart of complaints received by calendar year
- Query is based on odor complaints for SCAQMD established sectors covering regions around Sunshine Canyon Landfill.
- Unrelated results in queried sectors are not included in report (e.g. paint spray booth odors)



# 2017 MARCH – 274 COMPLAINTS



## South Coast Air Quality Management District SUNSHINE CANYON LANDFILL ODOOR COMPLAINTS MONTHLY REPORT – March 2017

#	Day <sup>1</sup>	Date	Time	Complaint	Code <sup>2</sup>	Address
1	Wednesday	3/1/2017	8:49 AM	LG	274037	Mission Terra Way, Granada Hills 91344
2	Wednesday	3/1/2017	4:51 PM	None	274053	Bronte Pl, Granada Hills 91344
3	Wednesday	3/1/2017	4:54 PM	None	274054	Bronte Pl, Granada Hills 91344
4	Thursday	3/2/2017	10:55 PM	NFR	274074	Van Gogh St, Granada Hills 91344
5	Friday	3/3/2017	10:55 PM	NFR	274118	Veneridge Ln, Granada Hills 91344
6	Sunday	3/5/2017	9:59 PM	NFR	274128	Canyon Ridge Ln, Granada Hills 91344
7	Tuesday	3/7/2017	2:32 PM	TR	274190	Lietke St, Granada Hills 91344
8	Tuesday	3/7/2017	2:37 PM	NFR	274192	Lietke St, Granada Hills 91344
9	Tuesday	3/7/2017	5:45 PM	274211	274211	Lietke St, Granada Hills 91344
10	Tuesday	3/7/2017	5:47 PM	274211	274211	Lietke St, Granada Hills 91344
11	Tuesday	3/7/2017	5:54 PM	274211	274211	Lietke St, Granada Hills 91344
12	Tuesday	3/7/2017	6:20 PM	274211	274211	Lietke St, Granada Hills 91344
13	Tuesday	3/7/2017	6:21 PM	274211	274211	Lietke St, Granada Hills 91344
14	Tuesday	3/7/2017	6:27 PM	274211	274211	Lietke St, Granada Hills 91344
15	Tuesday	3/7/2017	6:43 PM	274211	274211	Lietke St, Granada Hills 91344
16	Tuesday	3/7/2017	6:58 PM	274211	274211	Lietke St, Granada Hills 91344
17	Wednesday	3/8/2017	5:57 PM	274211	274211	Lietke St, Granada Hills 91344
18	Thursday	3/9/2017	7:14 PM	274211	274211	Lietke St, Granada Hills 91344
19	Thursday	3/9/2017	7:17 PM	274211	274211	Lietke St, Granada Hills 91344
20	Thursday	3/9/2017	7:30 PM	274211	274211	Lietke St, Granada Hills 91344
21	Thursday	3/9/2017	7:31 PM	274211	274211	Lietke St, Granada Hills 91344
22	Thursday	3/9/2017	7:59 PM	274211	274211	Lietke St, Granada Hills 91344
23	Thursday	3/9/2017	8:14 PM	274211	274211	Lietke St, Granada Hills 91344
24	Thursday	3/9/2017	8:17 PM	274211	274211	Lietke St, Granada Hills 91344
25	Thursday	3/9/2017	8:18 PM	274211	274211	Lietke St, Granada Hills 91344
26	Thursday	3/9/2017	8:23 PM	274211	274211	Lietke St, Granada Hills 91344
27	Thursday	3/9/2017	8:43 PM	274211	274211	Lietke St, Granada Hills 91344
28	Thursday	3/9/2017	9:21 PM	274211	274211	Lietke St, Granada Hills 91344
29	Friday	3/10/2017	7:00 AM	274211	274211	Lietke St, Granada Hills 91344
30	Friday	3/10/2017	7:32 AM	274211	274211	Lietke St, Granada Hills 91344
31	Friday	3/10/2017	7:36 AM	274211	274211	Lietke St, Granada Hills 91344
32	Friday	3/10/2017	7:38 AM	274211	274211	Lietke St, Granada Hills 91344
33	Friday	3/10/2017	7:39 AM	274211	274211	Lietke St, Granada Hills 91344
34	Friday	3/10/2017	7:44 AM	274211	274211	Lietke St, Granada Hills 91344
35	Friday	3/10/2017	8:49 PM	274211	274211	Lietke St, Granada Hills 91344
36	Friday	3/10/2017	8:51 AM	274211	274211	Lietke St, Granada Hills 91344
37	Friday	3/10/2017	8:54 AM	274211	274211	Lietke St, Granada Hills 91344
38	Friday	3/10/2017	8:56 AM	274211	274211	Lietke St, Granada Hills 91344
39	Friday	3/10/2017	8:57 AM	274211	274211	Lietke St, Granada Hills 91344
40	Friday	3/10/2017	8:58 AM	274211	274211	Lietke St, Granada Hills 91344
41	Friday	3/10/2017	9:15 AM	274211	274211	Lietke St, Granada Hills 91344
42	Friday	3/10/2017	1:45 PM	274211	274211	Lietke St, Granada Hills 91344
43	Friday	3/10/2017	5:21 PM	274211	274211	Lietke St, Granada Hills 91344
44	Friday	3/10/2017	5:26 PM	274211	274211	Lietke St, Granada Hills 91344
45	Friday	3/10/2017	5:41 PM	274211	274211	Lietke St, Granada Hills 91344
46	Friday	3/10/2017	5:50 PM	274211	274211	Lietke St, Granada Hills 91344
47	Friday	3/10/2017	6:13 PM	274211	274211	Lietke St, Granada Hills 91344
48	Friday	3/10/2017	6:16 PM	274211	274211	Lietke St, Granada Hills 91344
49	Friday	3/10/2017	7:19 PM	274211	274211	Lietke St, Granada Hills 91344
50	Friday	3/10/2017	7:19 PM	274211	274211	Lietke St, Granada Hills 91344
51	Friday	3/10/2017	7:41 PM	274211	274211	Lietke St, Granada Hills 91344
52	Friday	3/10/2017	7:45 PM	274211	274211	Lietke St, Granada Hills 91344
53	Friday	3/10/2017	7:46 PM	274211	274211	Lietke St, Granada Hills 91344

<sup>1</sup> Sunshine Canyon Landfill does not receive or process any trash on Su  
TR: Trash Odors LG: Landfill Gas Odors OO: Odor from other source



## South Coast Air Quality Management District SUNSHINE CANYON LANDFILL ODOOR COMPLAINTS MONTHLY REPORT – March 2017


#	Day <sup>1</sup>	Date	Time	Complaint	Code <sup>2</sup>	Address
54	Friday	3/10/2017	8:17 PM	LG	274367	Meadow Wood Ln, Granada Hills 91344
55	Friday	3/10/2017	8:56 PM	LG	274368	Mission Terra Way, Granada Hills 91344
56	Friday	3/10/2017	9:02 PM	LG	274371	Mission Terra Way, Granada Hills 91344
57	Friday	3/10/2017	9:04 PM	LG	274443	Canyon Ridge Ln, Granada Hills 91344
58	Friday	3/10/2017	9:28 PM	LG	274373	Canyon Ridge Ln, Granada Hills 91344
59	Friday	3/10/2017	9:36 PM	None	274374	Lietke St, Granada Hills 91344
60	Friday	3/10/2017	9:57 PM	LG	274375	Session Blvd, Granada Hills 91344
61	Saturday	3/11/2017	6:24 AM	None	274376	Lietke St, Granada Hills 91344
62	Saturday	3/11/2017	7:00 AM	TR	274378	Van Gogh St, Granada Hills 91344
63	Saturday	3/11/2017	7:35 AM	None	274379	Meadow Wood Ln, Granada Hills 91344
64	Saturday	3/11/2017	8:38 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
65	Saturday	3/11/2017	10:33 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
66	Sunday	3/12/2017	8:06 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
67	Sunday	3/12/2017	8:08 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
68	Sunday	3/12/2017	8:12 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
69	Sunday	3/12/2017	8:15 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
70	Sunday	3/12/2017	8:14 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
71	Sunday	3/12/2017	8:44 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
72	Sunday	3/12/2017	8:49 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
73	Sunday	3/12/2017	8:50 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
74	Sunday	3/12/2017	9:04 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
75	Sunday	3/12/2017	9:14 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
76	Sunday	3/12/2017	9:16 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
77	Sunday	3/12/2017	9:16 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
78	Sunday	3/12/2017	9:23 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
79	Sunday	3/12/2017	9:29 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
80	Sunday	3/12/2017	10:28 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
81	Sunday	3/12/2017	11:07 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
82	Monday	3/13/2017	8:00 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
83	Monday	3/13/2017	8:15 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
84	Monday	3/13/2017	11:45 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
85	Monday	3/13/2017	9:37 PM	274379	274379	Meadow Wood Ln, Granada Hills 91344
86	Tuesday	3/14/2017	5:57 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
87	Tuesday	3/14/2017	5:56 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
88	Tuesday	3/14/2017	7:00 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
89	Tuesday	3/14/2017	7:00 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
90	Tuesday	3/14/2017	7:47 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
91	Tuesday	3/14/2017	7:11 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
92	Tuesday	3/14/2017	7:14 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
93	Tuesday	3/14/2017	7:20 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
94	Tuesday	3/14/2017	7:26 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
95	Tuesday	3/14/2017	7:26 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
96	Tuesday	3/14/2017	7:30 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
97	Tuesday	3/14/2017	7:50 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
98	Tuesday	3/14/2017	7:50 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
99	Tuesday	3/14/2017	7:51 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
100	Tuesday	3/14/2017	7:54 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
101	Tuesday	3/14/2017	7:54 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
102	Tuesday	3/14/2017	7:58 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
103	Tuesday	3/14/2017	7:58 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
104	Tuesday	3/14/2017	7:58 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
105	Tuesday	3/14/2017	7:58 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344
106	Tuesday	3/14/2017	7:58 AM	274379	274379	Meadow Wood Ln, Granada Hills 91344

<sup>1</sup> Sunshine Canyon Landfill does not receive or process any trash on Sunday  
TR: Trash Odors LG: Landfill Gas Odors OO: Odor from other source



## South Coast Air Quality Management District SUNSHINE CANYON LANDFILL ODOOR COMPLAINTS MONTHLY REPORT – March 2017

#	Day <sup>1</sup>	Date	Time	Complaint	Code <sup>2</sup>	Address
160	Wednesday	3/15/2017	7:55 AM	TR	274619	TR Van Gogh St, Granada Hills 91344
161	Wednesday	3/15/2017	8:00 AM	274586	None	Nanette St, Granada Hills 91344
162	Wednesday	3/15/2017	8:00 AM	274622	TR	Van Gogh St, Granada Hills 91344
163	Wednesday	3/15/2017	8:00 AM	274621	TR	Van Gogh St, Granada Hills 91344
164	Wednesday	3/15/2017	8:01 AM	274587	TR	Van Gogh St, Granada Hills 91344
165	Wednesday	3/15/2017	8:02 AM	274588	TR	Nanette St, Granada Hills 91344
166	Wednesday	3/15/2017	8:04 AM	274590	TR	Van Gogh St, Granada Hills 91344
167	Wednesday	3/15/2017	8:04 AM	274591	TR	Van Gogh St, Granada Hills 91344
168	Wednesday	3/15/2017	8:05 AM	274591	274591	Van Gogh St, Granada Hills 91344
169	Wednesday	3/15/2017	8:07 AM	274591	274591	Van Gogh St, Granada Hills 91344
170	Wednesday	3/15/2017	8:09 AM	274591	274591	Van Gogh St, Granada Hills 91344
171	Wednesday	3/15/2017	8:10 AM	274591	274591	Van Gogh St, Granada Hills 91344
172	Wednesday	3/15/2017	8:15 AM	274591	274591	Van Gogh St, Granada Hills 91344
173	Wednesday	3/15/2017	8:43 AM	274591	274591	Van Gogh St, Granada Hills 91344
174	Wednesday	3/15/2017	8:48 AM	274591	274591	Van Gogh St, Granada Hills 91344
175	Wednesday	3/15/2017	9:14 AM	274591	274591	Van Gogh St, Granada Hills 91344
176	Wednesday	3/15/2017	9:18 AM	274591	274591	Van Gogh St, Granada Hills 91344
177	Wednesday	3/15/2017	9:59 AM	274591	274591	Van Gogh St, Granada Hills 91344
178	Wednesday	3/15/2017	9:41 PM	274591	274591	Van Gogh St, Granada Hills 91344
179	Wednesday	3/15/2017	9:58 PM	274591	274591	Van Gogh St, Granada Hills 91344
180	Wednesday	3/15/2017	9:59 PM	274591	274591	Van Gogh St, Granada Hills 91344
181	Wednesday	3/15/2017	9:59 PM	274591	274591	Van Gogh St, Granada Hills 91344
182	Wednesday	3/15/2017	9:59 PM	274591	274591	Van Gogh St, Granada Hills 91344
183	Wednesday	3/15/2017	11:09 PM	274591	274591	Van Gogh St, Granada Hills 91344
184	Wednesday	3/15/2017	11:13 PM	274591	274591	Van Gogh St, Granada Hills 91344
185	Wednesday	3/15/2017	11:18 PM	274591	274591	Van Gogh St, Granada Hills 91344
186	Wednesday	3/15/2017	11:17 PM	274591	274591	Van Gogh St, Granada Hills 91344
187	Thursday	3/16/2017	2:50 AM	274591	274591	Van Gogh St, Granada Hills 91344
188	Thursday	3/16/2017	2:59 AM	274591	274591	Van Gogh St, Granada Hills 91344
189	Thursday	3/16/2017	6:45 AM	274591	274591	Van Gogh St, Granada Hills 91344
190	Thursday	3/16/2017	9:15 AM	274591	274591	Van Gogh St, Granada Hills 91344
191	Thursday	3/16/2017	9:39 PM	274591	274591	Van Gogh St, Granada Hills 91344
192	Thursday	3/16/2017	9:40 PM	274591	274591	Van Gogh St, Granada Hills 91344
193	Thursday	3/16/2017	10:02 PM	274591	274591	Van Gogh St, Granada Hills 91344
194	Thursday	3/16/2017	10:17 PM	274591	274591	Van Gogh St, Granada Hills 91344
195	Thursday	3/16/2017	10:23 PM	274591	274591	Van Gogh St, Granada Hills 91344
196	Friday	3/17/2017	7:16 AM	274591	274591	Van Gogh St, Granada Hills 91344
197	Friday	3/17/2017	7:20 AM	274591	274591	Van Gogh St, Granada Hills 91344
198	Friday	3/17/2017	7:20 AM	274591	274591	Van Gogh St, Granada Hills 91344
199	Friday	3/17/2017	7:50 AM	274591	274591	Van Gogh St, Granada Hills 91344
200	Friday	3/17/2017	7:50 AM	274591	274591	Van Gogh St, Granada Hills 91344
201	Friday	3/17/2017	7:57 AM	274591	274591	Van Gogh St, Granada Hills 91344
202	Friday	3/17/2017	7:57 AM	274591	274591	Van Gogh St, Granada Hills 91344
203	Friday	3/17/2017	7:59 AM	274591	274591	Van Gogh St, Granada Hills 91344
204	Friday	3/17/2017	7:40 AM	274591	274591	Van Gogh St, Granada Hills 91344
205	Friday	3/17/2017	7:40 AM	274591	274591	Van Gogh St, Granada Hills 91344
206	Friday	3/17/2017	7:40 AM	274591	274591	Van Gogh St, Granada Hills 91344
207	Friday	3/17/2017	7:40 AM	274591	274591	Van Gogh St, Granada Hills 91344
208	Friday	3/17/2017	7:40 AM	274591	274591	Van Gogh St, Granada Hills 91344
209	Friday	3/17/2017	7:40 AM	274591	274591	Van Gogh St, Granada Hills 91344
210	Friday	3/17/2017	7:40 AM	274591	274591	Van Gogh St, Granada Hills 91344
211	Friday	3/17/2017	7:40 AM	274591	274591	Van Gogh St, Granada Hills 91344
212	Friday	3/17/2017	7:45 AM	274591	274591	Van Gogh St, Granada Hills 91344



South Coast Air Quality Management District  
SUNSHINE CANYON LANDFILL ODOOR CONTROL  
MONTHLY REPORT – March 2017

#	Day <sup>1</sup>	Date	Time	Complaint
213	Friday	3/17/2017	7:50 AM	274701
214	Friday	3/17/2017	7:50 AM	274701
215	Friday	3/17/2017	7:50 AM	274701
216	Friday	3/17/2017	7:50 AM	274701
217	Friday	3/17/2017	7:50 AM	274701
218	Friday	3/17/2017	7:51 AM	274701
219	Friday	3/17/2017	7:51 AM	274701
220	Friday	3/17/2017	7:51 AM	274701
221	Friday	3/17/2017	7:51 AM	274701
222	Friday	3/17/2017	8:00 AM	274701
223	Friday	3/17/2017	8:00 AM	274701
224	Friday	3/17/2017	8:00 AM	274701
225	Friday	3/17/2017	8:00 AM	274701
226	Friday	3/17/2017	8:10 AM	274701
227	Friday	3/17/2017	8:12 AM	274701
228	Friday	3/17/2017	8:12 AM	274701
229	Friday	3/17/2017	8:35 AM	274701
230	Friday	3/17/2017	8:44 AM	274701
231	Friday	3/17/2017	8:50 AM	274701
232	Friday	3/17/2017	9:08 AM	274701
233	Friday	3/17/2017	7:44 PM	274701
234	Saturday	3/18/2017	6:36 AM	274701
235	Saturday	3/18/2017	6:36 AM	274701
236	Saturday	3/18/2017	8:47 PM	274701
237	Saturday	3/18/2017	8:44 PM	274701
238	Sunday	3/19/2017	9:16 AM	274701
239	Sunday	3/19/2017	10:20 AM	274701
240	Wednesday	3/22/2017	7:37 PM	274701
241	Thursday	3/23/2017	7:40 AM	274701
242	Thursday	3/23/2017	10:15 PM	274701
243	Thursday	3/23/2017	10:47 PM	274701
244	Friday	3/24/2017	7:10 AM	274701
245	Friday	3/24/2017	7:18 AM	274701
246	Friday	3/24/2017	8:11 AM	274701
247	Friday	3/24/2017	8:28 AM	274701
248	Friday	3/24/2017	8:36 AM	274701
249	Friday	3/24/2017	8:43 AM	274701
250	Friday	3/24/2017	8:43 AM	274701

# 2018 MARCH – 21 COMPLAINTS



South Coast Air Quality Management District  
SUNSHINE CANYON LANDFILL ODOR COMPLAINTS  
MONTHLY REPORT – March 2018

#	Day <sup>1</sup>	Date	Time	Complaint	Code <sup>2</sup>	Address
1	Tuesday	03/06/18	6:48 PM	286407	NFR	Mission Tierra Way, Granada Hills 91344
2	Sunday	03/18/18	10:08 PM	286686	NFR	Canyon Ridge Ln, Granada Hills 91344
3	Tuesday	03/20/18	6:53 AM	286686	NFR	Lisette St, Granada Hills 91344
4	Tuesday	03/20/18	7:11 AM	286687	NFR	Canyon Ridge Ln, Granada Hills 91344
5	Tuesday	03/20/18	8:39 AM	286690	NFR	(No Address Provided)
6	Tuesday	03/20/18	8:41 AM	286691	NFR	Nanette St, Granada Hills 91344
7	Tuesday	03/20/18	9:36 AM	286694	NFR	Van Gogh, Granada Hills 91344
8	Tuesday	03/20/18	9:55 AM	286696	NFR	Midwood Dr, Granada Hills 91344
9	Wednesday	03/21/18	6:43 AM	286721	None	Van Gogh, Granada Hills 91344
10	Thursday	03/22/18	7:37 AM	286745	NFR	(No Address Provided)
11	Friday	03/23/18	7:43 AM	286768	None	Lisette St, Granada Hills 91344
12	Tuesday	03/27/18	7:03 PM	286851	NFR	Canyon Ridge Ln, Granada Hills 91344
13	Tuesday	03/27/18	7:50 PM	286855	NFR	Lisette St, Granada Hills 91344
14	Wednesday	03/28/18	10:38 AM	286865	None	(No Address Provided)
15	Thursday	03/29/18	7:52 AM	286886	None	Golden Valley Ln, Granada Hills 91344
16	Friday	03/30/18	12:51 AM	286924	NFR	Alora Way, Granada Hills 91344
17	Friday	03/30/18	8:05 AM	286920	NFR	Nanette St, Granada Hills 91344
18	Friday	03/30/18	10:42 PM	286949	None	Canyon Ridge Ln, Granada Hills 91344
19	Saturday	03/31/18	6:44 AM	286951	None	Canyon Ridge Ln, Granada Hills 91344
20	Saturday	03/31/18	7:12 AM	286952	None	Golden Valley Ln, Granada Hills 91344
21	Saturday	03/31/18	7:23 AM	286953	None	Meadow Wood Ln, Granada Hills 91344

<sup>1</sup> Sunshine Canyon Landfill does not receive or process any trash on Sundays

<sup>2</sup> TR: Trash Odors LG: Landfill Gas Odors OO: Odor from other source None: No odor detected NFR: No Field Response



# 2018 AUGUST – 6 COMPLAINTS



South Coast Air Quality Management District  
SUNSHINE CANYON LANDFILL ODOR COMPLAINTS  
MONTHLY REPORT – August 2018

#	Day <sup>1</sup>	Date	Time	Complaint	Code <sup>2</sup>	Address
1	Tuesday	8/7/2018	6:24 AM	290064	NFR	Canyon Ridge Ln., Granada Hills 91344
2	Thursday	8/9/2018	5:42 AM	290129	None	Golden Valley Ln., Granada Hills 91344
3	Thursday	8/9/2018	7:01 AM	290130	None	McLennan Ave., Granada Hills 91344
4	Friday	8/10/2018	7:32 AM	290158	NFR	Nanette St., Granada Hills 91344
5	Monday	8/27/2018	2:05 PM	290740	NFR	Constable Ave., Granada Hills 91344
6	Tuesday	8/28/2018	12:52 PM	290777	NFR	Knollwood Dr., Granada Hills 91344

<sup>1</sup> Sunshine Canyon Landfill does not receive or process any trash on Sundays

<sup>2</sup> TR: Trash Odors LG: Landfill Gas Odors OO: Odor from other source **None**: No odor detected **NFR**: No Field Response

## SOUTH COAST AIR QUALITY MANAGEMENT DISTRICT

Sunshine Canyon Landfill, Facility ID No. 49111

Odor Complaints Reported to AQMD Alleging SCL; and Notices of Violation (NOV) Summary from 2009 through August 31, 2018

Public Nuisance: AQMD Rule 402; Calif. H&amp;S 41700

		Jan	Feb	March	April	May	June	July	August	Sept	Oct	Nov	Dec	Total NOVs	Total Complaints
2010	Complaints	64	94	93	56	21	5	13	33	40	39	76	79		613
	NOVs	1	2	0	1	0	0	0	0	0	0	0	2	6	
2011	Complaints	138	173	222	99	92	45	36	138	181	191	126	124		1565
	NOVs	2	4	7	2	1	0	0	2	2	3	3	4	30	
2012	Complaints	163	104	66	129	97	55	113	140	216	171	92	139		1485
	NOVs	5	1	1	2	2	1	2	2	4	3	2	4	29	
2013	Complaints	82	108	112	112	46	62	65	97	136	176	93	72		1161
	NOVs	0	1	2	2	0	1	0	0	2	3	3	1	15	
2014	Complaints	32	37	164	122	52	28	83	81	302	223	80	278		1482
	NOVs	0	0	4	5	1	0	2	4	6	5	3	7	37	
2015	Complaints	260	119	297	60	12	41	23	126	337	370	85	65		1795
	NOVs	5	3	7	2	0	0	0	2	11	7	2	0	39	
2016	Complaints	100	188	185	181	30	74	52	85	206	193	206	59		1559
	NOVs	2	4	6	5	0	1	1	1	2	4	4	1	31	
2017	Complaints	200	254	274	116	19	10	14	30	44	27	22	18		1028
	NOVs	6	7	6	1	0	0	0	0	0	0	0	0	20	
2018	Complaints	32	18	21	9	5	9	16	6						116
	NOVs	0	0	0	0	0	0	0	0					0	

Total R402 NOVs Issued to Date

Total Complaints \*

Total R402 NOVs Issued \*\*

11,117

214



Complaints Reported to the SCAQMD  
Alleging Sunshine Canyon Landfill as the Source  
CY 1995 through August 31, 2018

