

## AIR QUALITY IN THE SAN JOAQUIN VALLEY

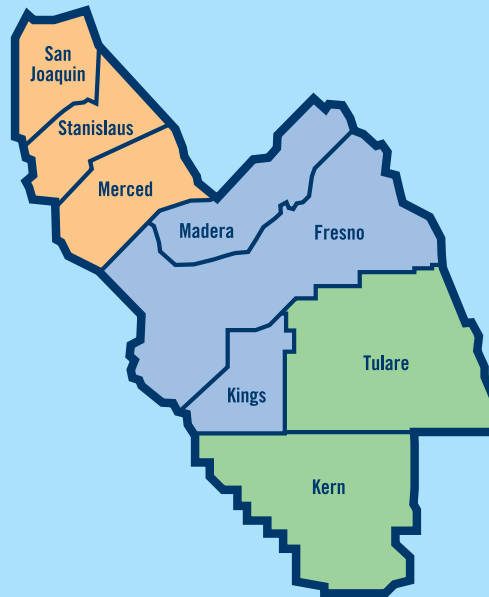
Air quality has improved in the San Joaquin Valley, but we still have work to do to reach federal standards. To help protect the health of Valley families, the Valley Air District has created tough rules to improve air quality. Members of the public, just like you, help us enforce these rules.

Each year, the District investigates thousands of 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. Complaints will be reviewed and appropriate action will be taken. Responding to complaints in a professional and timely manner is a priority of the District.

### For more information:



#### Northern Region

*Serving San Joaquin, Stanislaus and Merced counties*

4800 Enterprise Way, Modesto, CA 95356-8718

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 93308-9725

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) & [www.healthyliving.org](http://www.healthyliving.org)



### HEALTHY AIR LIVING™

Follow us on Facebook, Twitter or Instagram:



/valleyair



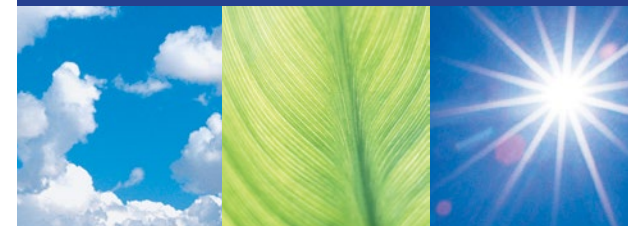
@valleyair



@healthyliving

02.18 / 3M / VP

# 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 Air District investigates thousands of complaints each year and the public plays a key role in ensuring regulations are followed.

## Why File a Complaint?

The public plays an important role in protecting public health by reporting local air quality issues. The District has a team of inspectors that work hard to ensure that all air quality rules and regulations are being followed.

## How to File a Complaint?

Simply call one of the toll-free complaint lines, visit [www.valleyair.org/complaints](http://www.valleyair.org/complaints), or use the "Report Air Quality Issues" feature in the smartphone app. Please provide as much detail as possible including:

- Time, date and location of possible violation
- 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.
- Your name, phone number and address (optional)



## What to Report

Possible air quality violations are:

- Bad odors
- Smoke
- Burn barrels
- Smoking chimneys or use of outdoor burn devices on "No Burning Unless Registered" or "No Burning for All" days (Nov.-Feb.)
- Dust kicked up or trackout generated from construction sites

## File a Complaint

**"Valley Air" App**  
*Free in the App Store or Google Play*

**Online**  
[www.valleyair.org/complaints](http://www.valleyair.org/complaints)

**Phone**  
Northern Region: 1-800-281-7003  
*San Joaquin, Stanislaus and Merced counties*

Central Region: 1-800-870-1037  
*Madera, Fresno and Kings counties*

Southern Region: 1-800-926-5550  
*Tulare and the Valley portion of Kern counties*

**Complaints about Smoking Vehicles**  
1-800-559-9AIR or 1-800-559-9247

## What Happens After I File a Complaint?

Complaints are a high priority and are investigated as soon as possible, including after hours and on weekends.

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

You will be contacted with the results of the investigation or if more information is needed about the complaint. The District protects your personal information, and will not release or provide your information to anyone.

