



***South Coast  
Air Quality Management District***

# **Web-Based Complaint Reporting**

**CCP/San Bernardino  
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# 1-800-CUT-SMOG Complaint Reporting

- Complaints can be reported to AQMD 24/7
- Off-hours complaints are retrieved and assigned by standby supervisor based on established policies and procedures



# AQMD Launches Online Complaint Reporting Tool June 28, 2012

Provides one-click access:

To online complaint report form

The screenshot displays the South Coast Air Quality Management District (AQMD) website. At the top, the header includes the AQMD logo, the text "South Coast Air Quality Management District" with the tagline "Cleaning the air that we breathe...", and navigation links for Home, Inside AQMD, Community, Business, Technology, Health & Education, and Governing Board. A search bar and social media icons are also present.

The main content area features a "New Report Air Quality Complaints Online" banner with a keyboard background and a "More Information" link. To the left of the banner, there is a "Current Hourly Air Quality" map of the region and a "Daily Forecasts & Advisories" link. Below the map is a "Get Health Effects Info" section with input fields for "E-mail Address" and "Zip Code", and a "Sign up" button.

On the right side, there is a "HEALTHY HEARTHS" advertisement for a "Up to \$200 Discount on Gas Log Set" and a "AB1318 Mitigation Fund" link. Below the banner, the "AQMD News" section lists several recent news items, including "AQMD Releases 'Tips on Clean Air Living' Video Featuring Hollywood Celebrities, Oct. 16, 2012" and "AQMD Announces Draft Recommendations for More than \$50 Million in Projects to Reduce Emissions in Coachella Valley | Project Proposals | Draft Recommendations, Oct. 5, 2012".

At the bottom left, the "FREQUENTLY ACCESSED PAGES" section lists various resources such as "AQMD Newsroom", "CEQA", "Certification Programs/Certified Equipment", "Compliance Information", "Employment/Business Opportunities", "Facility Information Detail (FND)", "Frequently Asked Questions", "Meetings, Hearings & Class Schedules", "Permitting Information", "Public Records Requests", "Publications/Videos", "Regional Clean Air Incentives Market (RECLAIM)", "Rules & Regulations", "Contact Us", and "Subscribe to E-mail lists".



# AQMD Launches Online Complaint Reporting Tool June 28, 2012

Provides one-click access:

To **online complaint report form**

To **more information** about complaint reporting and response

The screenshot shows the South Coast AQMD website. At the top, the header includes the AQMD logo and the slogan "Cleaning the air that we breathe...". Below the header, there is a navigation menu with links for Home, Inside AQMD, Community, Business, Technology, Health & Education, and Governing Board. A search bar is located in the top right corner. The main content area features a "New Report Air Quality Complaints Online" banner with a keyboard background. The banner includes the text "Online Reporting Tool" and a "More Information" button circled in red. A red arrow points from the "More Information" button to the "To more information" text on the left. Another red arrow points from the "To online complaint report form" text to a map of the South Coast Air Quality Management District. The website also displays "Air Quality Forecasts/Advisories" with a "Current Hourly Air Quality" map and "Daily Forecasts & Advisories" link. A "Get Health Effects Info" section includes an "E-mail Address" field, a "Zip Code" field, and a "Sign up" button. The "FREQUENTLY ACCESSED PAGES" section lists various resources such as "AQMD Newsroom", "CEQA", "Certification Programs/Certified Equipment", "Compliance Information", "Employment/Business Opportunities", "Facility Information Detail (FIND)", "Frequently Asked Questions", "Meetings, Hearings & Class Schedules", "Permitting Information", "Public Records Requests", "Publications/Videos", "Regional Clean Air Incentives Market (RECLAIM)", "Rules & Regulations", "Contact Us", and "Subscribe to E-mail lists". The "AQMD News" section lists several recent news items, including "AQMD Releases 'Tips on Clean Air Living' Video Featuring Hollywood Celebrities, Oct. 16, 2012", "AQMD to Honor Clean Air Heroes at Annual Clean Air Awards Luncheon, Oct. 12, 2012", "AQMD to Address Potential Air Quality Impacts from Hydraulic Fracturing, Oct. 12, 2012", "AQMD Announces Draft Recommendations for More than \$50 Million in Projects to Reduce Emissions in Coachella Valley | Project Proposals | Draft Recommendations, Oct. 5, 2012", "AQMD Releases Draft Socioeconomic Report for the 2012 Air Quality Management Plan, Oct. 2, 2012", and "AQMD Issues Violation to Phillips 66 Refinery for Releasing Rotten-Egg Odors, Sept. 21, 2012". The right sidebar contains several advertisements, including "HEALTHY HEARTHS Up to \$200 Discount on Gas Log Set", "AB1318 Mitigation Fund", and "AQMD forms".

# Reporting Air Quality Problems

Provides **more information**, including a video and FAQ about how to report air quality complaints to AQMD and a link to the **online complaint report form**

The screenshot shows the AQMD website interface. At the top, there's a navigation bar with the AQMD logo and the text "South Coast Air Quality Management District". Below this, there are several menu items: "Home", "Inside AQMD", "Community", "Business", "Technology", "Health & Education", and "Governing Board". A search bar is also present. The main content area is titled "Reporting Air Quality Problems?" and features a video player. The video is titled "Making Air Quality Complaints" and has a play button in the center. Below the video, there's a caption: "You can help AQMD protect public health in the South Coast Air Basin by calling 1-800-CUT SMOG® (1-800-288-7664) to report your observations of smoking vehicles as well as excessive odors, smoke, dust, or other air contaminants. You can also report air quality complaints (except smoking vehicles) on-line."

Reporting Air Quality Problems

South Coast Air Quality Management District  
AQMD  
Cleaning the air that we breathe...

Home Inside AQMD Community | Business | Technology | Health & Education | Governing Board

Air Quality Forecast/Advisories

Current Hourly Air Quality

Daily Forecasts & Advisories

Get Health Effects Info

E-mail Address

Zip Code

Sign up

RELATED LINKS

- Reporting Air Quality Problems
- Report Smoke, Dust and Odors
- Report Smoking Vehicles

FREQUENTLY ACCESSED PAGES

- AQMD Newsroom
- CEQA
- Certification Programs/Certified Equipment
- Compliance Information
- Employment/Business Opportunities
- Facility Information Detail (FIND)
- Frequently Asked Questions
- Meetings, Hearings & Class Schedules
- Permitting Information
- Public Records Requests
- Publications/Videos
- Regional Clean Air Incentives Market

REPORT THIS CRIME  
1-800-CUT-SMOG

Reporting Air Quality Problems?

Air Quality Complaints can now be made through AQMD's on-line complaint system


PLEASE WATCH THIS AQMD VIDEO TO LEARN HOW TO MAKE AIR QUALITY COMPLAINTS


Making Air Quality Complaints - E Share More info

0:00 / 4:59

You can help AQMD protect public health in the South Coast Air Basin by calling 1-800-CUT SMOG® (1-800-288-7664) to report your observations of smoking vehicles as well as excessive odors, smoke, dust, or other air contaminants. You can also report air quality complaints (except smoking vehicles) on-line.

# Complainant Information

 Air Quality Complaint System

 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)



# Complainant Information

Air Quality Complaint System

 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 : **Confidentiality of Personal Information**  \*

First Name : AQMD maintains complainant personal information, such as name, address and telephone number, as confidential, to the extent allowed by state and federal law. Such information may only be released under very limited and unique circumstances, if required by the California Public Records Act or if requested under a subpoena or used in court proceedings.


Street Name :

City :

**Remember Me** (B so

**Submission of Photographs/Videos**

If your complaint includes the submission of any picture or video, you are declaring that the picture or video is true and correct and has not been altered. Any picture or video submitted becomes the property of AQMD.



Clicking the “About Your Privacy” button explains AQMD policy governing confidentiality of personal information

# Complaint Details

## 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 :  \* [Help](#)

Date detected :  \*

Time Detected :  :   AM  PM

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.)

[Help](#)

[Upload Now](#)



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Zip :

Attach a picture or video to this complaint :

(Supported formats include jpg, mov, and avi.)

**Clicking “Select” reveals a drop-down menu of complaint types from which to choose**

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[Upload Now](#)

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Complaint Type :  \*

Description :  \* [Help](#)

Date detected :   AM  PM

Business Name (if known):

Street Name / Cross Street :

City :

Attach a picture or video to this complaint :

(Supported formats include [Upload Now](#))

If you are reporting an odor, please include the following details in the "Description" box:

Odor Intensity - How would you rate the odor on the following scale?  
1 = very faint/light odor  
2 = faint/light odor  
3 = moderate odor  
4 = strong odor  
5 = very strong odor

Odor persistence - When you detect the odor, is it constant or does it "come and go?"

Odor frequency - Have you detected the odor before? If so, how often and when do you generally detect it?

Odor type - Pick one or more of the following odor descriptions or include your own to best describe the odor you are detecting:

Burnt charcoal/wood	Rotten egg/sulphur	Pine/fresh-cut wood
Burnt rubber	Rotten plant	Fresh-cut grass/hay
Exhaust	Rancid	Fruity
Plastic	Putrid	Citrus
Solvent	Fishy	Sweet
Spicy	Manure	Floral
Pungent	Earthy/musty	Other (provide details)
Sour milk	Dusty/moldy	

Clicking the "Help" button explains how best to describe odors

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Time Detected :  :   AM  PM

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.)

[Help](#)

[Upload Now](#)



# Complaint Details

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Description :

Date detected :  Time Detected :  :   AM  PM

Business Name (if known):

Street Name / Cross Street :

City :

Zip :

Attach a picture or video to this complaint :

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Select ...  
ACTON  
AGOURA  
AGOURA HILLS  
AGUA DULCE  
AGUANGA  
ALHAMBRA  
ALISO VIEJO  
ALTA LOMA  
ALTADENA  
ANAHEIM  
ANAHEIM HILLS  
ANGELUS OAKS  
ANZA  
APPLE VALLEY  
ARCADIA  
ARLETA  
ARLINGTON  
ARROWBEAR  
ARROWBEAR LAKE  
ARTESIA  
ATWOOD  
AVALON  
AZUSA  
BALBOA  
BALBOA ISLAND  
BALDWIN PARK  
BANNING  
BASSETT  
BEAUMONT  
Select ...

Clicking "Select" reveals a drop-down menu of cities from which to choose

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Complaint Type :  \*

Description :  \* [Help](#)

Date detected :  \* Time Detected :  :   AM  PM

Business Name (if known):

Street Name / Cross Street :  \*

City :  \* Zip :

Attach a picture or video to this complaint :  [Browse...](#) [Help](#)

(Supported formats include jpg, mov, and avi.)

[Upload Now](#)



[Generate New Image](#)

[Submit](#)

[Reset](#)

Type the code from the image

**Enter code and click "Submit" button**

# Advantages of Online Complaint Reporting

## Direct data input: Fewer data entry errors

- No need for staff to transcribe voicemail left after hours and on weekends
- No need for staff to enter information during phone calls that may be difficult to hear or understand
- Option for complainant to cache personal information saves keystrokes and eliminates error if other complaints are ever reported



# Advantages of Online Complaint Reporting

**Interactive experience provides users with:**

- **Options to explore “help” buttons and other resources at their own pace**
- **Opportunities to provide more detailed information about the alleged source**
- **Email acknowledgment of complaint receipt/entry from AQMD**
- **Ability to check complaint status online 24/7**





# There's an app for that...

Smart phone users can even report and send photos of air quality problems to AQMD on the fly – here's the app for that!



# Observations





# Questions?

