

Web-Based Complaint Reporting

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

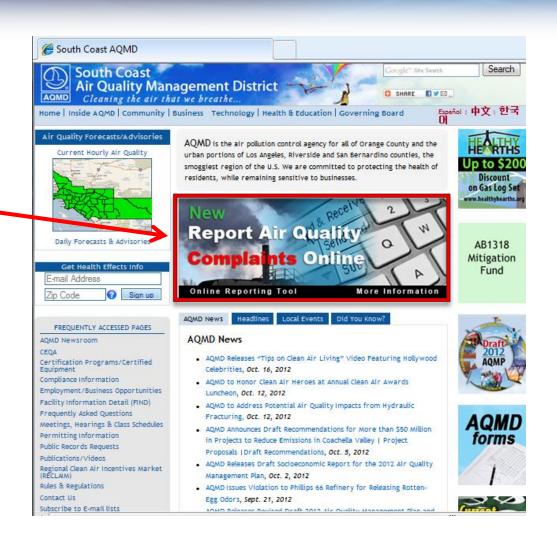
- Complaints can be reported to AQMD 24/7
- Off-hours complaints are retrieved and assigned by standby supervisor based on established policies and procedures



AQMD Launches Online Complaint Reporting Tool June 28, 2012

Provides one-click access:

To online complaint report form



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Provides one-click access:

To online complaint report form

To more information about _ complaint reporting and response



Reporting Air Quality Problems

Reporting Air Quality Problems

Report Smoke, Dust and Odors Report Smoking Vehicles

Certification Programs/ Certified Equipment Compliance Information Employment/ Business Opportunities

Facility Information Detail (FIND)
Frequently Asked Questions
Meetings, Hearings & Class Schedules

Regional Clean Air Incentives Market

Permitting Information

Public Records Requests

Publications/Videos

ADMD Newsroom

FREQUENTLY ACCESSED PAGES

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



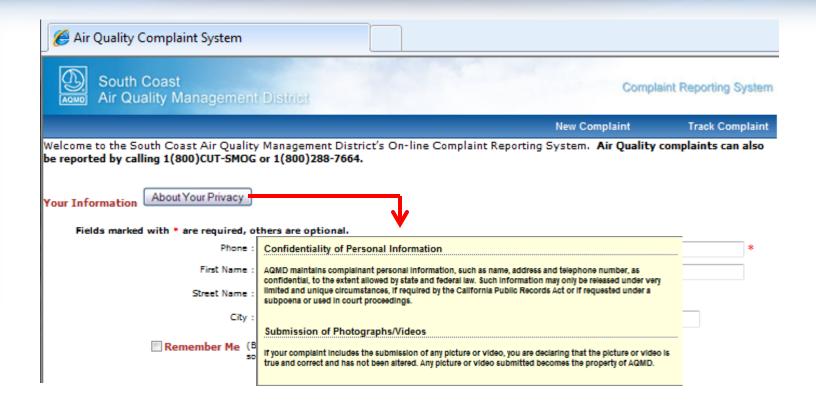


You can help AQMD protect public health in the South Coast Air Basin by calling 1-800-CUT SMOG® (1-800-288-7664) to report your observations of smoking vehicles as well as excessive odors, smoke, dust, or other air contaminants. You can also report air quality complaints (except smoking vehicles) on-line.

Complainant Information

Air Quality Complaint System				
South Coast AGMO Air Quality Management	t District	1	Com	plaint Reporting System
			New Complaint	Track Complaint
Welcome to the South Coast Air Quality be reported by calling 1(800)CUT-SMOG Your Information About Your Privacy Fields marked with * are required, o	or 1(800)288-7664		anic Reporting System. All Qualit	y complaints can also
Phone :		*	Email :	*
First Name :			Last Name :	
Street Name :				
City:	Select	~	Zip :	
		box if you are using a put t view your information)	blic computer	

Complainant Information

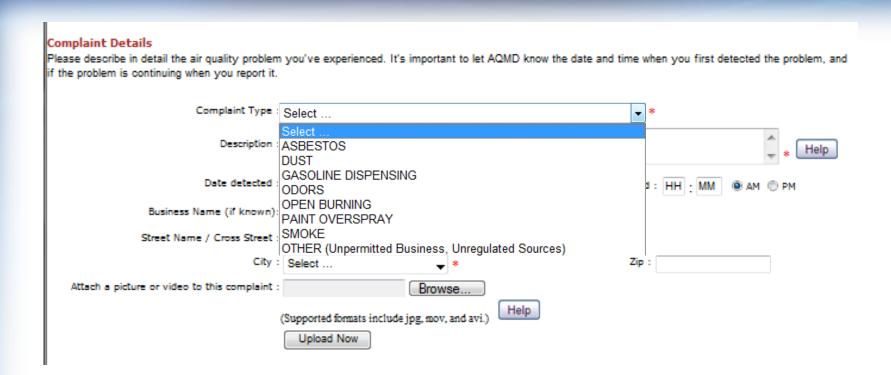


Clicking the "About Your Privacy" button explains AQMD policy governing confidentiality of personal information

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 :	Select	*
Description :		* Help
Date detected :	10/23/2012 *	Time Detected : HH : MM @ AM @ PM
Business Name (if known):		
Street Name / Cross Street :		*
City:	Select ▼	Zip:
Attach a picture or video to this complaint :	Browse	
	(Supported formats include jpg, mov, and avi.)	
	Upload Now	



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

Complaint Details

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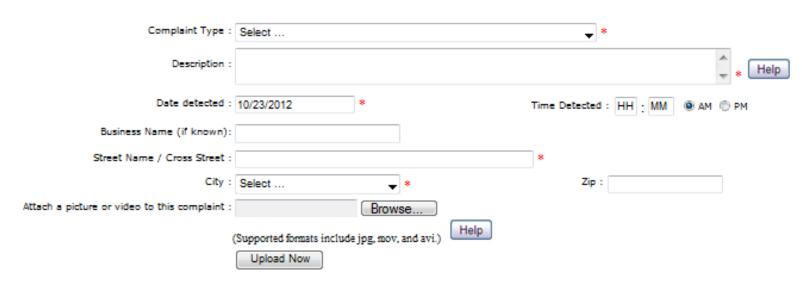
Complaint Type :	Select	*
Description :		* Help
Date detected :	10/23/2012 *	Time Detected : HH : MM @ AM @ PM
Business Name (if known):		
Street Name / Cross Street :		*
City:	Select ▼	Zip:
Attach a picture or video to this complaint :	Browse	
	(Supported formats include jpg, mov, and avi.)	
	Upload Now	

5 1147					
Complaint Type:	Select *				
Description :					* He
Date detected :	10/23/2012	If you are reporting a "Description" box:	n odor, please inclu	de the following details in the	® AM ⊕ PM
Business Name (if known):				odor on the following scale?	
Street Name / Cross Street :		2 = faint/light odor 3 = moderate odor			
City:	Select	4 = strong odor 5 = very strong odor Odor persistence - V		odor, is it constant or does it "come and	
Attach a picture or video to this complaint :		go?" Odor frequency - Hay	ve you detected the	odor before? If so, how often and when	
		do you generally dete	ct it?	wing odor descriptions or include your	
(Supported formats include	own to best describe			
	Upload Now			ur Pine/fresh-cut wood	
	Opiodd Hom	Burnt rubber	Rotten plant	Fresh-cut grass/hay	
		Exhaust	Rancid	Fruity	
		Plastic	Putrid	Citrus	
		Solvent	Fishy	Sweet	
		Spicy	Manure	Fioral	
		Pungent	Earthylmusty	Other (provide details)	

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

Complaint Details

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	Select	_			
	ACTON	111			
	AGOURA				
	AGOURA HILLS				
	AGUA DULCE				
	AGUANGA				
	ALHAMBRA		_		
	ALISO VIEJO				
	ALTA LOMA				
	ALTADENA				
	ANAHEIM				
Please describe in detail the air quality problem	ANAHEIM HILLS		portant to let AQMD know the date a	nd time when you	u first detected the problem, and
if the problem is continuing when you report it	ANGELUS OAKS				
	ANZA APPLE VALLEY				
	ARCADIA				
Complete Tune	ARCADIA			*	
	ARLEIA			~	
Description :	ARROWBEAR ARROWBEAR LAKE				- Help
	ARTESIA				* * · · · · · · ·
Date detected :	AVALON		Time	Detected : HH	- MM @ AM @ PM
	AZUSA				
Business Name (if known):					
	BALBOA ISLAND				
Street Name / Cross Street :	BALDWIN PARK		*		
	BANNING				
City:	BASSETT		*	Zip:	
	BEAUMONT	$\overline{\mathbf{v}}$	•		
Attach a picture or video to this complaint :	Select	-	Browse		
	Supported formats include j	pg	, mov, and avi.)		
	Upload Now				

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

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: Select ... Description: Help Date detected: 10/23/2012 Time Detected: HH . MM Business Name (if known): Street Name / Cross Street : City: Select ... 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

Enter code and click "Submit" button

Type the code from the image

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?

