

Adrift with Odor Complaints: Odor Investigations, Monitoring and Enforcement

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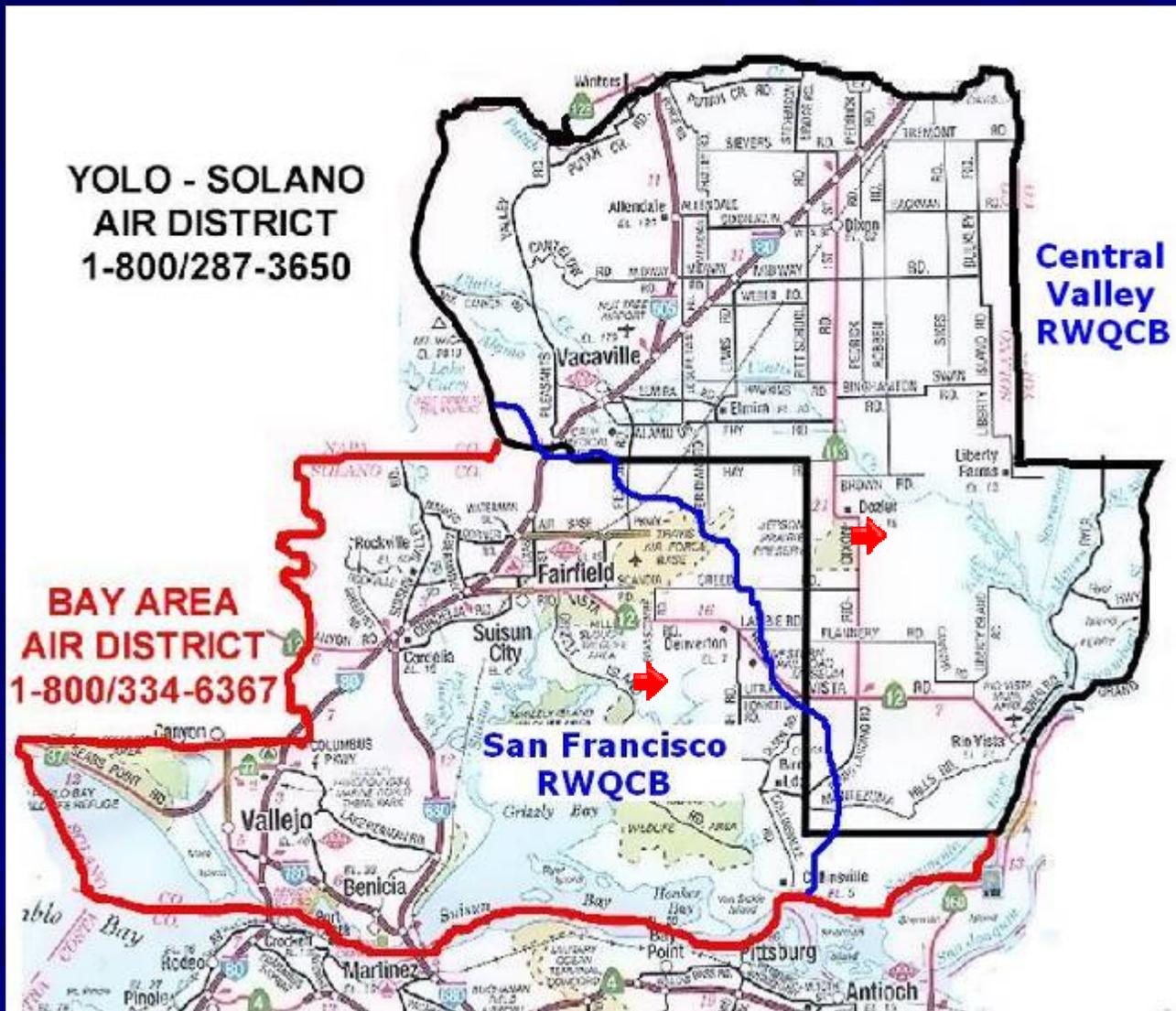
PRESENTATION SUMMARY

- ✓ Odor Complaints - Background
- ✓ Use of Public Review Process
- ✓ 24/7 Odor/Nuisance Response Protocol
- ✓ Ongoing Efforts
- ✓ Partnership with Air Districts

SOLANO COUNTY

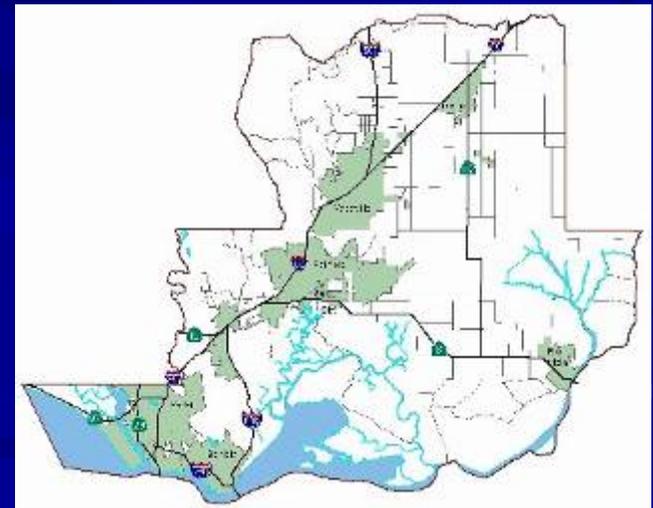


SOLANO COUNTY



Solano County Experience:

- 2 active landfills
- 4 composting facilities
- Odor complaints
- After business hours and weekends
- Use permit revisions
- Planning Commission
- Board of Supervisors



The complaints:

- Usually on Saturdays/Sundays
- Or at Friday evenings
- Recorded phone messages
- LEA responded on Mondays
- LEA unable to verify (too late)
- Rely on Air District findings

Odors ... complaints:

- Result of reaction of chemical compounds
- SWF: Raw waste and feedstock
- Contain C – H – O – N – S (organic matter)
- Moisture and T : catalysts - decomposition
- Release of amines (N), H₂S, HCO, VOCs
- Reach sensitive receptors

The receptors:

- What are you going to do about it?
- Lonely and call for attention (hobby)
- Want smell go away (long-suffering)
- Want justice/revenge (litigators)
- Truly love recycling/composting (hate smell)
- If call is made = existing odor
- Odor issues are really subjective

Will Odors go away?

- Can be prevented, managed, treated
- They will never be eliminated from SWF
- Preventing is easier than treatment
- Treatment: capture, containment
- If released then it is dispersed

Can we measure Odors?

- Detection of isolated compounds (ppm)
- Not easy: “odor meter” for “intensity”
- Difficult to specify standard levels
- Odor issue is really subjective
- Receptor reacts differently
- Emotional state of receptor
- Angry? A fragrance will affect receptor
- Calm/happy: tolerant receptor

Seize the Opportunity:

- Public Process
- Use permit revisions
- CEQA - EIR
- Planning Commission meetings
- Board of Supervisors meetings
- Add language in CLUP

Use Permit Conditions:

A Compliance Officer shall be designated with responsibilities:

- Load screening
- Monitor/record sources of loads
- Monitor/record weather conditions
- Timely processing of feedstock
- Ensure compliance
- Add OIMP language

Use Permit Conditions:

- Fund and participate in stakeholders group

The project may be brought before the Planning Commission for reconsideration for reasons that include:

- Odor complaints or violations
- Litter complaints or violations
- Corrective actions by LEA - agencies
- Violation of any condition of approval

Board of Supervisors:

Directed the Department of Resource Management to provide better response to complaints. In response, DRM developed:

- Toll-free number to log complaints
- A dedicated pager
- Team of EH On-Call Duty
- After business hours/weekend response
- Odor-Nuisance Response Protocol
- Web based complaint form

SWFP Permit Conditions:

- Add a Compliance Officer
- Types and quantities of feedstock
- Expedite complaint response (24 h)
- Complaint reporting to LEA:
- Time, source, disposition, actions
- Reporting verbal complaints
- Daily weather monitoring

County Odor Response Protocol

Business Hours:

- Complaints: phone, letter, website
- Log complaints – SWEEPS
- Assign complaint to LEA staff
- Call complainant
- Fill out complaint form
- Investigate – Call back complainant
- Close complaint

Odor Response Protocol

After Business Hours:

- Complaints: toll-free phone number
- 2 mailboxes: immediate/next day
- Will active the pager
- EH On-call Duty
- Call complainant – information
- Fill out complaint form
- Landfill – refer also to Air District

Odor Response Protocol

After Business Hours ...

- Nature of nuisance
- Duration
- Degree of nuisance : scale of 1-10
- Weather conditions
- Distance from the suspected source
- Re-occurrence
- Asses the situation

Odor Response Protocol

After Business Hours ...

- Site visit
- Call the Compliance Officer (list)
- Verify/document weather conditions
- Determine if odor is present - residence
- Verify/document operational activities
- If ... direct operator to alter activities
- Call back the complainant
- Internal reporting/database

Ongoing Efforts:

- Organize quarterly meetings
- Refining the Response Protocol
- 24/7 EH On-Call Duty – pager
- Toll-free telephone number
- Web based complaint form
- Internal coordination
- Haz Mat – Code Enforcement - OES
- Partnership with Air Districts

Success Story:

Countywide Odor-Nuisance Response Protocol has been expanded to include complaints from:

- Biosolids sites
- Confined Animal Facility Operations
- Sewage problems
- Substandard housing
- Illegal dumping of solid waste
- Food borne outbreaks
- Water borne outbreaks, etc.

Success Factors:

From 17 complaints/month to 0

- Board of Supervisors
- Use permit language
- Resource Management
- EH On – Call Duty
- Toll-free phone number
- Web based complaint
- Stakeholders meetings
- Partnership with Air Districts

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