

Odor Complaint Response Protocol

1. Environmental Services Department (ESD) has requested that should the LEA or APCD receive a complaint related to the Miramar Complex, that they notify the Landfill Operations Program Manager as soon as possible. During working hours, this will be the Office at (858) 492-6151, and after working hours the City of San Diego Public Works Dispatch Center (Station 38) at (619) 527-7660.
2. Should ESD receive an odor complaint related to the Miramar Complex during operating hours, ESD staff will log the event and the response in a Special Occurrence Log for later LEA review. ESD will immediately, upon receipt of notification, go to the location of the complaint to verify that the Miramar Complex is indeed the source of the odor and, if so, will attempt to characterize the odor so that the odor can be traced to a specific operational activity at the Miramar Complex.
3. ESD will also document the complainant(s) information in an Odor Log. If the complaint(s) is received outside of operating hours, the complaint(s) will be investigated and logged upon return to work. The information logged will include the complainant's name (if provided), address, telephone number and/or email address, type of odor, intensity and any other pertinent information i.e., climatic conditions, etc. If some of the information is not available from the complainant(s) message, a note will be made in the log that the information was not made available.
4. If possible, ESD will assess the nature and characteristics of the odor to determine if they could be associated with Landfill or Greenery operations. If determined to be Landfill or Greenery related, ESD will further investigate remedial actions to address the possible cause.
5. ESD may implement one or more of various management practices dependent on the particular source of odor and the time of year.
6. ESD may follow-up and contact the complainant(s) (if known) after the corrective action is taken to assess success of the action. If necessary, ESD is prepared to meet with citizens and regulatory agencies to discuss mitigation results.
7. Results, determinations, and actions will be documented in a Special Occurrence Log, which serves as the Landfill's and Greenery's permanent record.