



MICHIGAN DEPARTMENT OF
ENVIRONMENT, GREAT LAKES, AND ENERGY

Citizen Complaints – AQD Evaluation/Response and Community Expectations

Air Quality Division

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Michigan Rule 901

R 336.1901 Air contaminant or water vapor; prohibition.

Rule 901. Notwithstanding the provisions of any other rule, a person shall not cause or permit the emission of an air contaminant or water vapor in quantities that cause, alone or in reaction with other air contaminants, either of the following:

- (a) Injurious effects to human health or safety, animal life, plant life of significant economic value, or property.
- (b) Unreasonable interference with the comfortable enjoyment of life and property.

Complaints

- District staff are responsible for air complaint investigations
- Complaints can be received in various ways including phone calls, email, PEAS complaints, and AQD's newly created online complaint logging site

Air Quality Complaint Form



MICHIGAN DEPARTMENT OF
ENVIRONMENT, GREAT LAKES, AND ENERGY

Please submit your air quality related concern using the form below.

Concerns will be sent to the appropriate Michigan Department of Environment, Great Lakes, and Energy (EGLE) Air Quality Division district office for follow up based on the location of the issue and the nature of the concern. Concerns will be addressed during normal business hours from 8:00 A.M. to 5:00 P.M., Monday through Friday.

If your concern occurs outside of normal business hours or if this is a pollution emergency, please call the Pollution Emergency Alerting System (PEAS) at 1-800-292-4706.

About Your Concern ▼

What is the concern about?*

Asbestos

Dust

Odor

Open Burning

Smoke

Other (e.g. Freon, mold, etc.)

Description of the problem

Location, date and time

Weather conditions

Possible sources of complaint

Identification of complainant

Complaint
Information

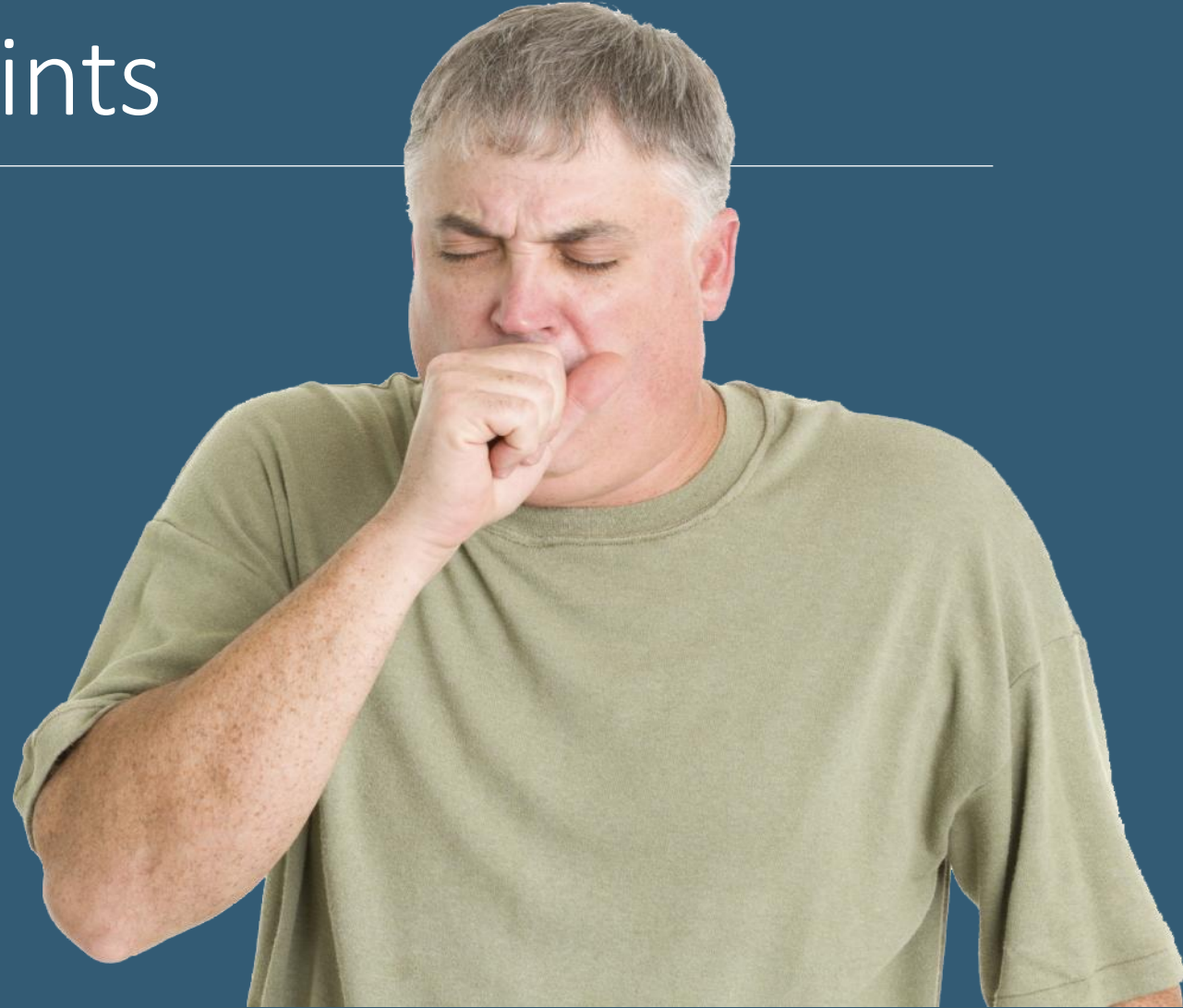


Complaints AQD Does Not Handle

- Noise complaints – Usually handled by local authority
- Indoor air complaints – Usually handled by OSHA
- Drive-by complainants
- Complaints dealing with mobile sources
- Certain types of odors

Types of Air Complaints

- Odors
- Fugitive Dust
- Fallout
- Potential Health Concerns



Odors



Waste processing (e.g. waste water treatment)



Paint spraying (e.g. auto assembly plant)



Chemical manufacturing (e.g. ethylene glycol production)



Cooking (e.g. coffee roaster)



Combustion Processes (e.g. metal heat treat facility)

Fugitive Dust

- Cutting operations
- Truck traffic
- Aggregates piles
- Road construction operations



Fallout



Incomplete Combustion



Paint Overspray



Condensibles

Potential Health Concerns



- Dizziness
- Burning eyes or throat
- Trouble Breathing
- Nausea

Odor Investigations

Visible Emissions reading (Method 9 or Method 9D)

Collection of fallout sample

Collection of facility samples (i.e. coal, flyash, paint)

Review of facility records

Conducting a Complaint Investigation

[Complaint Investigations \(sharepoint.com\)](#)

AQD Odor Investigations

EGLE



Odor Evaluations



Intensity



Frequency

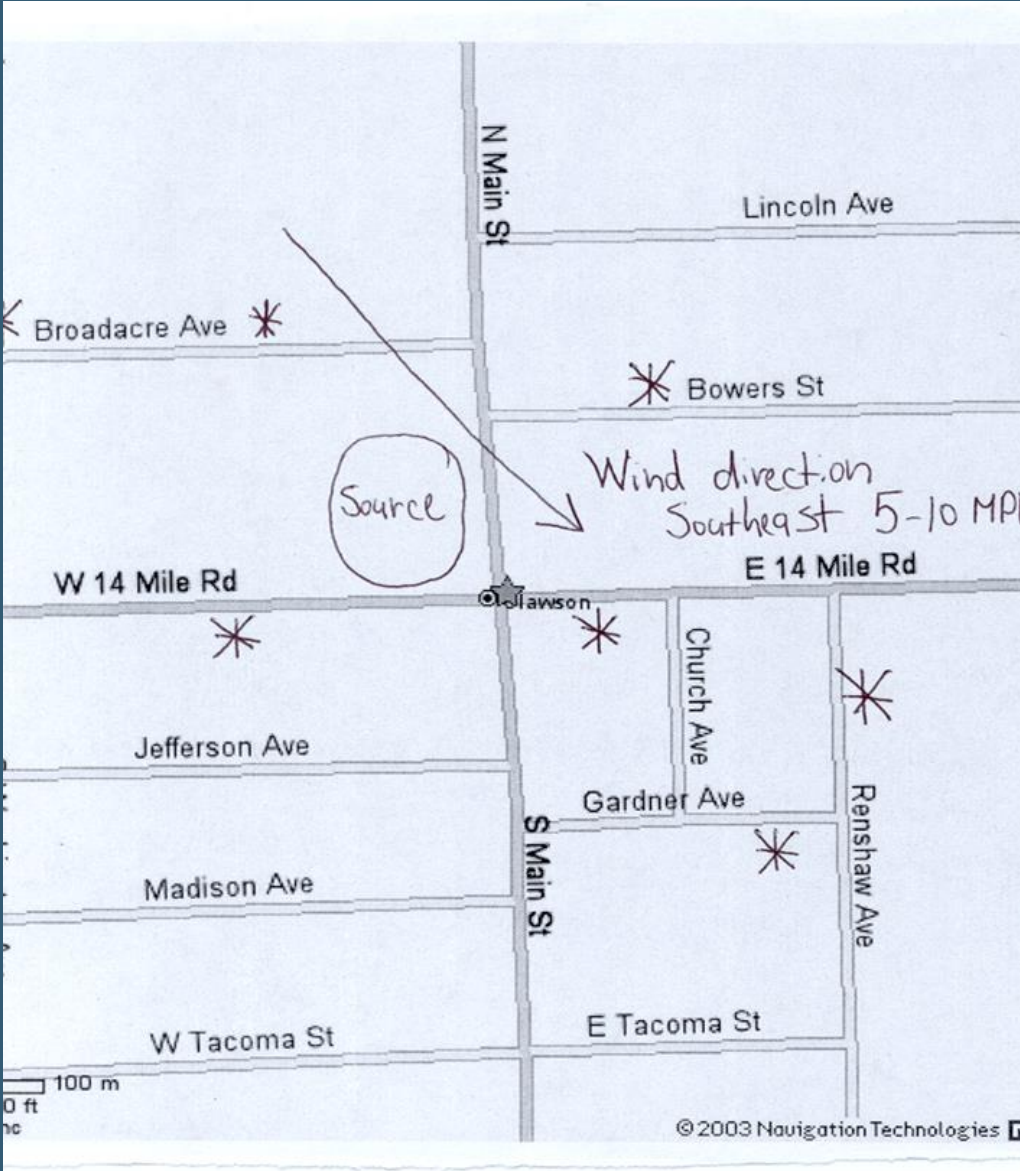


Duration

Air Quality Inspector's Odor Surveillance Form

Source Name:		Inspector:		
Source Address:		Date:		
Sky Conditions:		Temperature:		
Wind Speed:	Wind Direction:	Source of Meteorological Data:		
Location (attach map, if available)	Time	Odor Scale (See below)	Characteristic (See below)	Comments (Observations that will aid in the determination of the source & properties of the odor.)
Odor Scale 0 - Non-Detect 1 - Just barely detectable 2 - Distinct and definite odor 3 - Distinct and definite objectionable odor 4 - Odor strong enough to cause a person to attempt to avoid it completely 5 - Odor so strong as to be overpowering and intolerable for any length of time				Odor characteristic examples: Paint-like Musty, moldy Burnt, smoky Tar-like, asphalt Cut grass Citrus fruit

Odor Investigation Map



Visible Emissions Investigations



Method 9 Readings



Method 9D Readings



Plant Records

Visible Emissions Observation Form

VISIBLE EMISSION OBSERVATION FORM									
Company Name					Observation Date		Start Time		End Time
Location					Sec	0	15	30	45
City					State	Zip	Comments		
Process Equipment					Operating Mode				
Control Equipment					Operating Mode				
Describe Emission Point									
Height of Emission Point					Height Relative to Observer				
					Start	End			
Distance to Emission Point					Direction to Emission Point				
Start		End			Start		End		
Vertical Angle to Observation Pt.					Direction to Observation Point				
Start		End			Start		End		
Describe Emissions									
Start					End				
Emission Color					If Water Droplet Plume (Circle)				
Start		End			Attached	Detached	N/A		
Point In The Plume At Which Opacity Was Determined									
Start					End				
Describe Plume Background									
Start					End				
Background Color					Sky Condition				
Start		End			Start		End		
Wind Speed					Wind Direction				
Start		End			Start		End		
Ambient Temp					Wet Bulb Temp		RH Percent		
Start		End			Start		End		
<p style="text-align: center;">SOURCE LAYOUT SKETCH</p>									
Additional Information									
Observer's Name (Print)					Date				
Observer's Signature					Date				
Organization									
Certified by					Date				
Continue on reverse side									

Fallout Investigations



Collecting fallout
samples



Eyewitness
statements from
complainants and
company
personnel



Plant Records



AQD staff
observations

Potential Public Health Concerns



Multi-Media Inspection



Air Monitoring



Michigan Department of Health and Human
Services

Community Expectations

- 21st Century Air Monitoring
- Environmental Justice Consideration
- Timely Responses
- Protecting Public Health



A blue sky with white clouds and a sunburst effect in the top right corner. The sunburst consists of many thin, light blue lines radiating from the top right towards the center. The clouds are scattered across the sky, with a larger cluster in the upper right and smaller ones elsewhere.

Questions?