

MEMORANDUM

CITY MANAGER'S OFFICE



To: Mayor Esteves and City Council

From: Tom Williams, City Manager

By: Greg Armendariz, Public Works Director/City Engineer
Kathleen Phalen, Utility Engineer

Subject: February and March Odor Complaints

Date: March 30, 2011

This memorandum summarizes odor complaints received through the Bay Area Air Quality Management District (BAAQMD) rapid notification system from February 24 through March 30, 2011 and provides information requested by Council at the March 15 meeting. The following exhibits are attached to this report:

Exhibit 1: October 2003 – March 30, 2011 Odor Complaint Summary

Exhibit 2: BAAQMD report of odor confirmations from 2/1/11 to 2/28/11

Exhibit 3: Odor Complaint Locations (February 24 – March 30, 2011)

1. Number of citations issued by BAAQMD from 2003 to present

Staff has submitted a public records request to the BAAQMD to obtain the information about the number and type of citations BAAQMD has issued for odors impacting Milpitas since 2003.

2. BAAQMD working hours

Air district employees monitor calls that are received Monday to Friday from 7:30am – 6pm and Saturday to Sunday from 8:30am – 5pm. An answering service picks up calls during the remaining hours to ensure 24 hour coverage. When the answering service receives three or more after-hours calls, a supervising inspector is contacted to determine whether or not to assign an on-call BAAQMD inspector to respond.

3. City of San Jose Activities.

In December 2010, the San Jose City Council heard the recommended alternative for the Water Pollution Control Plant and directed staff to present the plan to the public and bring back the final proposed preferred alternative in April. As part of this direction, San Jose's council direct staff to identify and quantify the sources of odors impacting Milpitas and use this information to prioritize the remedial work on Plant process unit to make the best use of improvement funds. San Jose staff and consultants have conducted site visits including Newby Island and City of Milpitas sewer facilities, have assessed potential sources, and are collecting air samples. Staff will be prepared to share the results of their investigation in May.

On April 4, the City of San Jose Transportation and Environmental subcommittee will hear the staff recommendation for selection of the Water Pollution Control Plant Master Plan preferred alternative. The subcommittee agenda memorandum is available from San Jose's website: http://www.sanjoseca.gov/clerk/CommitteeAgenda/TE/20110404/TE20110404_d3.pdf. The staff recommendations include directing staff to provide an update to Council in May on:

1. The status of efforts to prioritize the identification of sources and potential solutions for elimination of odors coming from the Plant,
2. The study to evaluate timing, cost, and delivery options for capital projects relating to biosolids dewatering and drying.

The master plan technical preferred alternative consists of process changes and long range capital projects to meet future regulatory requirements and population demands using sustainable, energy-efficient and cost-effective solutions. Capital projects include odor control projects and a major change in how biosolids will be treated. The current process which uses over 500 acres of open air lagoons and drying beds will be phased out over the next 15 years and replaced with an enclosed, mechanical process. These changes will shrink the Plant's operational footprint and are anticipated to reduce odors, thereby enabling new land uses along the South San Francisco Bay shoreline.

The land use preferred alternative proposes a mix of new land uses on the Plant bufferlands and current biosolids processing area for economic development with a focus on Clean Tech and job creation; recreational including trails and parks; and enhancement of upland habitats and restoration of marshland habitats.

4. Staff training

To increase staff knowledge about recommended Best Management Practices for composting, the Public Works Department sent Associate Engineer Marilyn Nickel, to a 4-hour workshop sponsored by US Composting Council. The workshop topic was compost odors management. The speaker was Jeff Gage, a compost operator with 20 years of experience. Allied Waste also sent a composting operator from Newby Island who has been working on the composting process for less than a year. The workshop identified key Best Management Practices, including

- Facility managers need awareness that process management is more important than the technology, and success is dependent upon the attitude of management and willingness of employees;
- Facility managers need awareness that odor management is necessary to stay in business;
- Facilities need a proactive complaint response program;
- Composting is a biological decomposition process requiring careful management of the of the metabolic reactants, (organic feedstock and oxygen) and reaction environment (temperature and moisture) to keep the process from turning anaerobic, an incomplete reduction reaction that produces noxious odor compounds;
- Operators need to understand the chemical and physical makeup of incoming feedstocks and the impact on composting process when feedstock composition changes; the facility and process design must consider the range of feedstock types;
- Operators need to maintain optimum carbon to nitrogen ratio in the active compost and must be willing to measure and add amendments to correct this ratio;
- Operators need to maintain optimum oxygen levels, moisture, temperature, and pH in the active compost and be willing to measure and take corrective actions;
- Operators need to maintain porosity in the active compost and need to understand criteria for turning the compost windrows;

- Control of the first 2 weeks of active composting is most important since volatile organic compound emissions drop off significantly after this initial period;
- Use of a thin layer of finished compost placed over the windrow is an effective odor biofilter; the difficulty is in how to place and maintain it;
- Technology Best Management Practices include use of semi-permeable covers (to trap large organic molecules), misting, surface reactants, mechanically aerated systems, air treatment systems, surface reactants
- Housekeeping Best Management Practices to reduce odors include controlling ponding, dust, screening unstable feedstock, pipe condensation, leachate, and uncontrolled biochemical oxygen demand;
- Ambient environment Best Management Practices include monitoring meteorology, known receptors, and daily evaluation of nearby areas before entering site and becoming acclimated to odor;
- Air modeling will not solve problems, but it may be useful to identify changes.

5. Public outreach

On February 10, utility billing added the following message to utility bills:

Odor Reporting Hotline 800-334-6367: Call this confidential Bay Area Air Quality Management District number IMMEDIATELY and ANY TIME to report outdoor odors. Odor descriptors: rotten eggs, sewage, compost, garbage, oily, musty, metallic, light or heavy; note if odor is recurring or constant.

Exhibit 1: October 2003 - March 30, 2011 Odor Complaint Summary

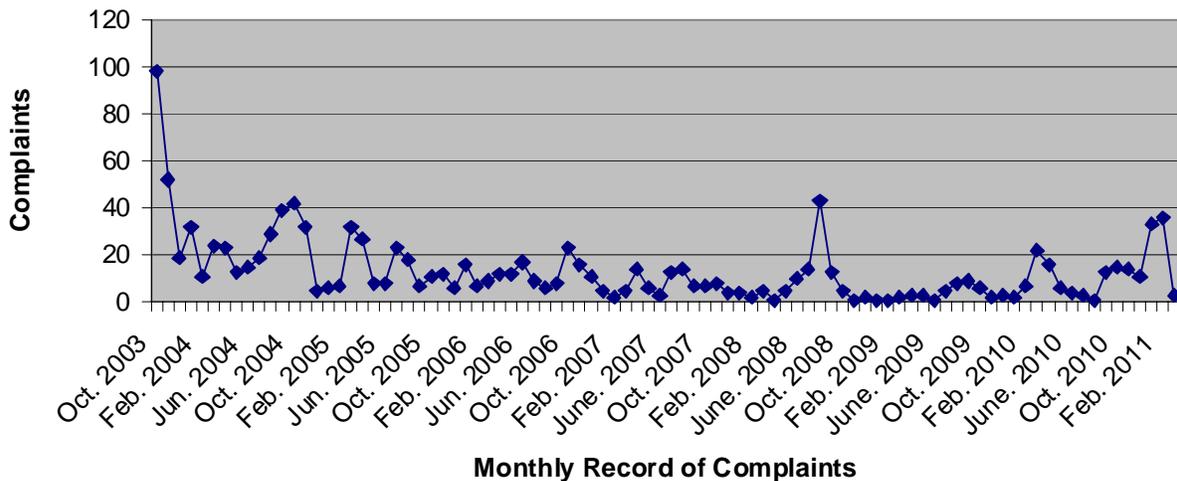


EXHIBIT 2

Milpitas Complaints

Received by BAAQMD From 2/1/2011 to 2/28/2011

<u>Complaint#</u>	<u>Received</u>	<u>Occured</u>	<u>Alleged Source</u>	<u>Description</u>	<u>General Location</u>	<u>Status</u>	<u>Attributed Site#</u>	<u>Referral</u>	<u>Comments</u>
208656	2/2/11 16:44	2/2/11 16:40	NONE	bad garbage	600 N MC CARTHY BLVD, SUIT	Unconfirmed			
208666	2/3/11 11:51	2/3/11 11:50	Sewage plant	sewer	600 NO MACATHY BLVD SUITE	Unconfirmed			
208668	2/3/11 14:01	2/3/11 13:00	NONE	putrid	100 S MAIN STREET	Unconfirmed			
208670	2/3/11 15:17	2/3/11 15:15	BFI - The Recyclery	poop	100 BEAUMERE WAY	Unconfirmed			
208674	2/3/11 18:45	2/3/11 18:30	NONE	bad smelling	200 SPENCE AVE	Unconfirmed			
208679	2/4/11 14:45	2/4/11 14:40	BFI - The Recyclery	rotten	100 SEASIDE DR	Pending			very bad for last 2 weeks in the afterno
208680	2/4/11 15:18	2/4/11 15:00	NONE	trash/smell	200 TRAMWAY	Unconfirmed			has been ongoing for many days
208681	2/4/11 16:49	2/4/11 16:45	NONE	acrid	900 LA PALMA PLACE	Confirmed			
208683	2/4/11 18:57	2/4/11 18:57	NONE	very bad	200 TREMLEY DR	Unconfirmed			possibly from landfill, Mandarin interper
208684	2/4/11 20:20	2/4/11 20:20	NONE	bad smell	xxx xxxxxxx	Unconfirmed			possibly landfill, Vietnamese interpreter
208685	2/4/11 18:09	2/4/11 14:00	BFI - The Recyclery	garbage	100 BEAUMERE WAY	Unconfirmed			
208686	2/4/11 18:27	2/4/11 18:27	BFI - The Recyclery	bad all day	xxx xxxxxxx	Unconfirmed			
208687	2/5/11 18:29	2/4/11 18:28	BFI - The Recyclery	garbage	22300 SKYLINE DR	Unconfirmed			
208688	2/4/11 18:30	2/4/11 18:00	BFI - The Recyclery	garbage	1200 SUMMERWIND	Unconfirmed			
208691	2/5/11 12:50	2/5/11 12:30	BFI - The Recyclery	garbage	1000 TICE DR	Unconfirmed			
208692	2/5/11 14:43	2/5/11 14:30	BFI - The Recyclery	rotting food	2100 CONWAY ST	Unconfirmed			
208701	2/7/11 10:55	2/7/11 10:20	NONE	rotten	xxx xxxxxxx	Unconfirmed			
208702	2/7/11 10:58	2/7/11 10:55	Newby Island Landfill	dump	xxx xxxxxxx	Unconfirmed			
208703	2/7/11 11:12	2/7/11 8:00	NONE	sweet sour	1900 GRAND TETON DR	Unconfirmed			
208704	2/7/11 11:17	2/7/11 11:00	NONE	garbage	1600 ARIZONA AVE	Confirmed			
208705	2/7/11 11:19	2/7/11 11:00	NONE	manure	1500 QUAIL DR	Unconfirmed			
208706	2/7/11 11:39	2/7/11 10:00	NONE	rotting garbage	2200 LACEY DR	Confirmed			
208709	2/7/11 14:30	2/7/11 14:00	NONE	compost	100 BEAUMERE WAY	Confirmed			
208713	2/7/11 20:23	2/7/11 0:00	NONE	burning plastic	900 COVENTRY CIRCLE	Unconfirmed			
208715	2/8/11 9:00	2/8/11 8:00	NONE	food waste	2100 CONWAY ST	Unconfirmed			
208716	2/8/11 7:33	2/8/11 7:33	NONE	odor	100 BEAUMERE	Unconfirmed			
208737	2/10/11 17:00	2/10/11 16:00	BFI - The Recyclery	garbage	500 ABERDEEN WAY	Unconfirmed			
208738	2/10/11 17:39	2/10/11 16:25	BFI - The Recyclery	rotten	200 PESCADERO CT	Unconfirmed			
208739	2/10/11 17:58	2/9/11 0:00	NONE	bad	600 TROON CT	Unconfirmed			
208740	2/10/11 17:57	2/10/11 17:55	NONE	loud smell	200 TRAMWAY DR	Unconfirmed			
208799	2/19/11 18:05	2/19/11 17:00	BFI - The Recyclery	raw sewage	1500 PLATT AVE	Unconfirmed			
208821	2/23/11 17:35	2/23/11 17:35	BFI - The Recyclery	compost	1900 BEAUMERE WAY	Unconfirmed			
208832	2/25/11 8:49	2/25/11 8:45	BFI - The Recyclery	food waste	2100 CONWAY ST	Unconfirmed			
208834	2/25/11 10:15	2/25/11 9:00	San Jose WTP	poop	1500 PLATT AVE	Unconfirmed			
Total:	34								

**EXHIBIT 3: ODOR COMPLAINT LOCATIONS*
(FEBRUARY 24 - MARCH 30, 2011)**

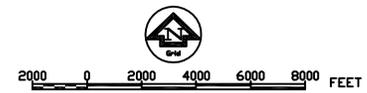
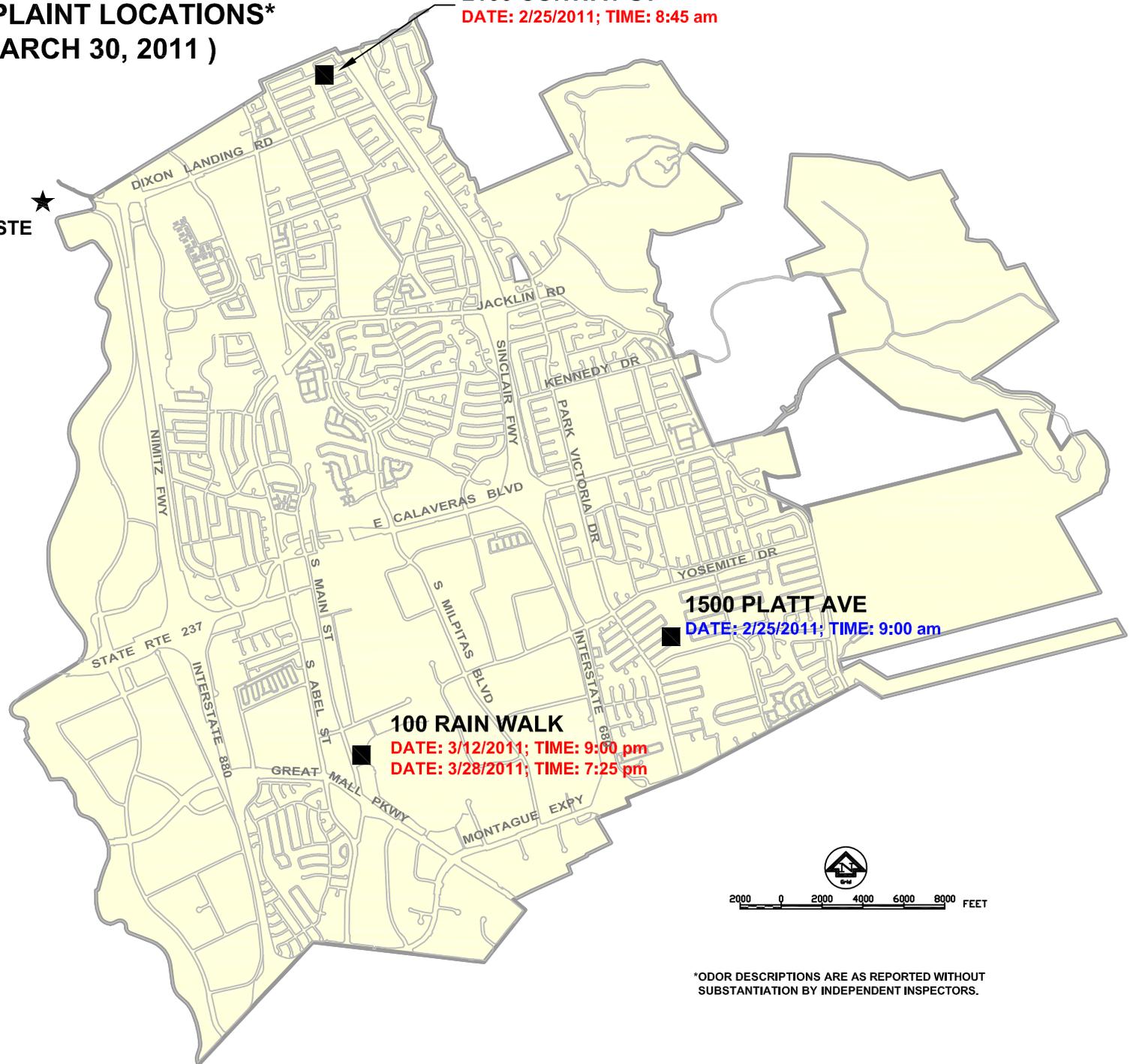
2100 CONWAY ST
DATE: 2/25/2011; TIME: 8:45 am

ALLIED WASTE ★

★ **S.J. / S.C. WATER
POLLUTION CONTROL
PLANT (WPCP)**

**OTHER ODOR COMPLAINTS
(LOCATION UNAVAILABLE)**
■ DATE: 3/25/2011; TIME: 1:50 pm

KEY
■ **COMPLAINT LOCATIONS**
■ **GARBAGE COMPLAINTS**
■ **SEWAGE COMPLAINTS**



*ODOR DESCRIPTIONS ARE AS REPORTED WITHOUT SUBSTANTIATION BY INDEPENDENT INSPECTORS.