

## Air Quality Complaints Quick Reference Guide

for Prince George, BC and surrounding area

Air Quality Area	Example Air Quality Topics	Agency	Contact	Information Needs
Provincially Regulated Industrial and General	<ul style="list-style-type: none"> <li>Petroleum refining</li> <li>Wood product production</li> <li>Pulp production</li> <li>Gravel pits</li> <li>Agricultural production</li> <li>Energy production</li> <li>Other Permitted Industrial air emissions</li> <li>Vehicle emissions</li> <li>Open burning smoke</li> <li>Environmental Management Act</li> </ul>	BC Ministry of Environment	<b>Report All Poachers and Polluters (RAPP) 24-hour Hotline: 1-877-952-7277 or <a href="#">online</a></b>	Date & time of poor air quality; Description of smell or other effects; Location; Weather conditions (calm, windy, foggy); Frequency and Duration of problem, Your name and telephone number (optional)
	<ul style="list-style-type: none"> <li>Complaints as above where violations of environmental protection laws are known or suspected; and issues that require immediate attention (e.g. illegal dumping or emissions activities)</li> </ul>	BC Ministry of Environment	Report All Poachers and Polluters (RAPP) 24-Hour Hotline for BC: <b>1-877-952-7277</b>	Details of the violation (date and time, location, description of problem); Description of suspect(s), Description of any transportation involved (vehicle, license number), Contact information of any witnesses
Federally Regulated Transportation	<ul style="list-style-type: none"> <li>Rail yard activities</li> <li>Idling locomotives</li> <li>Railway construction</li> <li>Railway crossings</li> <li>Fuel standards</li> <li>Airport and airplane emissions</li> <li>Canadian Transportation Act</li> </ul>	Canadian Transportation Agency	Telephone: <b>1-888-222-2592</b> Email: <a href="mailto:info@otc-cta.gc.ca">info@otc-cta.gc.ca</a> Website: <a href="http://www.cta.gc.ca/english/complaints">http://www.cta.gc.ca/english/complaints</a>	Description of problem (activity, location, date and time, frequency); Persons or Agencies involved; Your contact information
Residential and Commercial located within City of Prince George boundaries	<ul style="list-style-type: none"> <li>Backyard burning (e.g. grass, garbage)</li> <li>Road and parking lot dust</li> <li>Woodstove smoke</li> <li>Recreational fire smoke</li> <li>Zoning</li> <li>Building construction</li> <li>Vehicle idling</li> <li>Clean Air Bylaw #8266</li> </ul>	City of Prince George	Bylaw Services: <b>250-561-7622</b>	Date, time, and nature of the air quality concern; Frequency and duration of occurrence; Weather conditions at the time; An address to describe the location; Your name, address, and phone number
Residential and Commercial located in the Regional District of Fraser-Fort George	<ul style="list-style-type: none"> <li>Information regarding air quality and air quality concerns in the Regional District of Fraser-Fort George</li> </ul>	Regional District of Fraser-Fort George	Telephone: <b>250-960-4400</b>  Website: <a href="http://www.rdffg.bc.ca/Links/Air_Quality.html">http://www.rdffg.bc.ca/Links/Air_Quality.html</a>	Date, time, and nature of the air quality concern; Your name, address, and phone number
Air Quality and Human Health	<ul style="list-style-type: none"> <li>Information regarding health effects of air pollutants, and air quality concerns related to protection of Public Health</li> </ul>	Northern Health	<p>Medical Emergencies: <b>9-1-1</b></p> <p>Non-emergency medical concerns, call your local physician or speak to a registered nurse (24/7) by dialing: <b>8-1-1</b>.</p> <p>Emergency <b>public</b> health concerns: <b>250-565-2000</b>; ask to speak to the Medical Health Officer on call (24/7)</p> <p>For all non-emergency <b>public</b> health concerns, call your local environmental health office at <b>250-565-2150</b>.</p>	Location, date, time, and nature of concern; Your name and contact information; The nature and history of the <i>public</i> health concern (if applicable)