
Odor Response Team

Odor Complaint Packet

Revised: March 2014



Why this project? Why Now?

The Odor Response Team Project (ORT) was put together in an effort to document odors and to use the documentation to reduce our exposure to toxic chemicals associated with Rubbertown chemical facilities.

For many years, REACT (Rubbertown Emergency ACTION) has received numerous calls from people living and working in the Villages of Park DuValle among other neighborhoods. From complaints of odors to beliefs that illness was directly related to Rubbertown, people have called wanting answers. When Kentuckians For The Commonwealth (KFTC) offered to help support the work of REACT, it seemed the perfect time to implement the idea of Odor Response Teams.

The time is now.

“Documentation is the key to exposing those who poison us and those who are not doing a good job of protecting us”

No words have ever been truer, which is why we are so grateful you are participating in this project. The single most important thing a resident can do to reduce their exposure to toxic chemicals coming from Rubbertown chemical facilities is to report odors.

We may not be chemists and we may not be engineers but we ARE experts of our own experiences. We know what we are experiencing is not good for our families or our communities. Taking action is what we can do about it. Documenting odor complaints is one way we can take action.

REACT (Rubbertown Emergency ACTION) and Kentuckians For The Commonwealth (KFTC) have teamed up to ensure our voices are heard.

THANK YOU



Participant Information

NAME: _____

STREET ADDRESS: _____

ZIP CODE: _____ PHONE: _____

EMAIL: _____

How to File An Odor Complaint

If you smell an odor and you believe it is coming from Rubbertown, read below

STEP ONE: Document Before Filing the Complaint

Document the odor on the Odor Complaint Log included in this packet. Complete Side 1 of the log prior to making the call to the Air Pollution Control District.

STEP TWO: Make The Call

Call the Louisville Metro Air Pollution Control District at 574-6000 and file an odor complaint using the information you documented on the Odor Complaint Log. Complete Side 2 of the Odor Complaint Log as you are filing the complaint. Business hours are Monday - Friday from 8:00 AM until 5:00PM.

If you detect an odor outside of regular business hours:

Dial 311 (Metro Call).

Explain that you would like to file an odor complaint and that you believe it is coming from a Rubbertown chemical facility. Provide key details from your Odor Complaint Log.

When the call is complete, ask for a tracking number.

Follow-Up with the Air Pollution Control District when they are open for business.

STEP THREE:

Repeat these steps for each odor you experience.

When you have completed a log sheet, contact REACT & KFTC. We can pick up your packet & give you a new one. By Phone, Call: 502-589-3188 or EMAIL:

louisvilleort@gmail.com or Mail the logs to KFTC 735 Lampton St Suite 202 Louisville, KY 40203.

Important Information to provide and Key Questions to Ask When Filing The Complaint

Completing the odor complaint process is not one that involves a tremendous amount of detail. There is no specific script that must be followed but there are a few key bits of information that should be provided during the filing of your complaint.

Key Information to Provide:

- Be sure to specifically state you are calling to file an odor complaint
- Be sure to inform the person on the phone that you believe the odor is coming from Rubbertown (if this is what you believe)
- Be sure to provide the information you've documented on your Odor Complaint Log

Requests to Make:

- Always request a written copy of the odor investigation.
- Request a tracking number if your initial conversation was with Louisville Metro Call (311)

Key Questions to Ask:

- “Have there been any other odor complaints filed?”
- “What type of equipment will be used during the odor investigation?”
- Be sure to provide important details of the call on the Odor Complaint Log

How To Complete The Odor Complaint Log

DATE

Document the date you detected the odor

START TIME & END TIME

Start Time - Document the time you first noticed the odor

End Time - Document the time you last noticed the odor. The time you document here is not necessarily the time the odor actually ended. It is only the last time you detected the odor.

LOCATION

Document the physical address of the place where you detected the odor. If you do not know an actual address, list the cross streets or a landmark.

INSIDE/OUTSIDE/BOTH

Document whether or not you detected the odor inside or outside. If you first detected the odor inside, step outside to determine if the odor is also outside. If you first detected the odor outside, step inside if possible to determine if the odor is also inside.

If you detect the odor inside your home, try to determine if there are places in your home where the odor is strongest (i.e., the sink drain, basement drain, a draft coming through the window, etc.)

WIND DIRECTION

This information may be documented at a later date using one of the weather web sites.

How To Complete The Odor Complaint Log

(continued)

ISMELL

If one of the descriptions describes what you smell, document that odor in the space provided on the log. If the descriptions do not describe what you are smelling, write 'other' in the space provided. Describe what you smell to the best of your ability. The words "chemical smell" or "sewage smell" are acceptable options if they better fit what your situation.

IFEEL

If you have not been affected in any way by the chemical release, write N/A.

If one of the descriptions describes what you feel, document that description. If the descriptions do not describe what you are feeling, write 'other' then describe how you feel to the best of your ability.

ISEE

If one of the descriptions describes what you see, write that description. If the descriptions do not describe what you see, write 'other' then describe what you see to the best of your ability.

DOCUMENTATION OF CALL

AGENCY CALLED: Document the number called

DATE OF CALL: The date you filed the complaint **TIME OF CALL:** The time of call

NAME OF PERSON YOU SPOKE TO: Write the name of the person you spoke to.

COMMENT: Record any details provided by the agency. Include the tracking number if you filed the complaint with Metro Call 311

NAME OF PERSON YOU SPOKE TO: Complete this field if you spoke to a 2nd person/agency.

COMMENT: Record any details provided by the agency

Odor Complaint Log - Rubbertown (Side 1)

Odor Complaint #	DATE	Start Time & End Time	Location	Inside (i) outside (o) both (b)	Wind Direction	I Smell	I Feel	I See
						. rotten eggs . chlorine . gasoline . heavy oil . sweet . sour . bitter . other	. burning eyes . nose/throat . breathing problems . skin irritation - n/a - . other	. smoke . flare . toxic cloud . fire . explosion . dust . other
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

When complete, call KFTC at 589-3188 or EMAIL: louisvilleort@gmail.com or mail completed forms to 735 Lampton St, Suite 202 Lou, KY 40203

Odor Log - Rubbertown (Side 2)

Odor Complaint #	Agency Called APCD (574-6000) Metro Call (311)	Date of Call	Time of Call	Name of Person You Spoke To	Comment (include tracking number if applicable)	Name of Person You Spoke To (if you spoke to a second person or agency)	Comment
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							

When complete, call KFTC at 589-3188 or EMAIL: louisvilleort@gmail.com or mail completed forms to 735 Lampton St, Suite 202 Lou, KY 40203